**Chesters Dog Grooming terms and conditions**

Health or Medical Problems

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. Please make sure to alert us of any current or past issues so that we may keep an eye out for them. All medical expenses for veterinary care will be covered by the pet's owner upon signing this form and Chesters Dog Grooming will not be held responsible for any conditions or problems that occur as a result of any pre-existing health condition.

Accidents

Although accidents are very rare, there is a risk when dealing with animals. Grooming equipment is sharp, and although we use extreme caution and care in all situations, possible problems could occur including cuts, scratches, nicks and quicking of nails etc. In most cases this happens when an animal is wriggling or moving around. Your pet's safety and comfort is our number one priority. In the event an accident does occur, you will be notified of the accident. If Chestera Dog Grooming feels it is serious, and the owner is not on-site or contactable, Chesters Dog Grooming will seek immediate veterinary care for your pet with their registered Vet.

Veterinary Authorization - Medical Emergencies

Chesters Dog Grooming has permission to do whatever they deem appropriate for the wellbeing of your dog when it is in their care.  Should they determine that veterinary care is warranted, by signing this form, you give consent for them to seek immediate veterinary attention for your dog. You agree to pay all associated fees and costs.  If the veterinarian we have on file for you is not readily accessible Chesters Dog Grooming is authorized to use a veterinarian of their choice.  Chesters Dog Grooming is registered with Animed Veterinary Practice, Shedfield.

Vaccinations

All pets are REQUIRED to be up to date on all vaccinations.

Fleas and Ticks

Chesters Dog Grooming strives to be a flea-free salon. We expect all dogs entering the salon to be under a regular flea treatment programme. However, if you do think your dog may have fleas, please make us aware on arrival before your dog enters the salon and mixes with other dogs. This allows us to manage the situation effectively to no detriment to any other dog. If your pet has any fleas they will require a flea bath at your expense of £7.50-£20.00 (depending on the size of your dog).

Dangerous or Aggressive Animals - Refusal of Services

Chesters Dog Grooming has the right to refuse any services at any time. In the event that your pet is too stressed or becomes dangerous to groom, Chesters Dog Grooming has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during or after grooming and the client will be charged a grooming fee (for what was done up until that point). Such conditions include but are not limited to: behavioural issues, health problems, parasites and kennel cough.

By signing this form you agree to have truthfully informed Chesters Dog Grooming of any incident where your pet has ever bitten another animal or a human, or if they have any other aggressive tendencies. You agree and understand that you will be held solely responsible for any injury, harm or damage to property caused by your pet. If your pet attempts to bite or bites any person or pet, a muzzle may be used, or at the discretion of the groomer treatment may stop and you will pay for all work done to that point and will pay the full cost of all damages and expenses that your pet has caused.

Use of Muzzles

Muzzling does not harm your pet and protects both the pet and the groomer In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If your pet still acts in a way that is dangerous, Chesters Dog grooming has the right to stop the grooming services at any time and a service fee will be collected. We do not muzzle unless your pet gives us reason too. Other methods are used to calm your pet first, muzzling is a last resort. Dogs that require muzzling or extra staff to help manage them will be charged at a higher than standard grooming rate. This is because dogs showing aggression or acute nervousness take much longer to groom.

Matted Coats

Animals with severely matted coats require extra attention. Matts in an animal's coat grow tight, and can ultimately damage and tear the animal's skin, which provides a breeding ground for parasite infestations. Chesters Dog Grooming will not cause serious or undue stress to your pet by de-matting. Mats can be very difficult to remove, and require the pet to be shaved. Removing a heavily matted coat can cause nicks, cuts or abrasions due to skin growths trapped in the matts. Heavy matting can also trap moisture and during near the pets skin allowing mould and fungus or bacteria to grow, production skin irritations that existed prior to the grooming process.

After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to regrow. In some cases, pets may also exhibit brief behavioural changes. Prevention is the best defence by scheduling regular grooming appointments, every 4-8 weeks. If your pet needs to be shaved to remove mating, and whether a dog is matted is at the sole discretion of Chesters Dog Grooming, by signing this form, you acknowledge that you agree to this procedure, and any associated risk. There will be an additional charge for this process: it is time consuming and causes extra wear and tear on grooming equipment.

Appointment Times

All of our grooming appointments are for 3 hours. This allows time throughout the grooming process for us to give your dog a break, where he or she can go into the garden for toileting, to stretch their legs or take a rest on one of our beds.  Dogs under no other circumstances stand up still for long periods so we are aware that for many dogs the grooming process can be tiring, so by giving a break we are making this process as pleasant and as comfortable for your dog as possible.  Please appreciate if we take longer than normal for a groom it is because this ethos is very important to us and it is because we aim to create a top quality pet groom at the same time as making sure the experience is positive and relaxing for your dog.  We are not a quick in and out groomer due to the fact that we believe the welfare and standard of the groom is more important than speed.  If you need your dog back within a certain time period, please make us aware of this before your appointment so that we can make the necessary adjustments in the diary.

We require all dogs to be picked up after 3 hours. We ask you to inform us if you are running late.  If your dog is social and gets along with the other dogs we can hold them for longer for an extra charge.  We have a “late pick up” fee of £2.50 per hour or £8 per half day.  Likewise, if you cannot make your appointment time due to work commitments, rather than miss your appointment we are able to offer you an “early drop off”, which is charged at the same rate.

Interruptions during grooming services

For the safety of the animals being groomed, as well as the professional pet groomer, it is asked that you do not interrupt the groomer during grooming. Every effort will be made to insure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. After dropping your pet off, please do not stop back in the shop until you have received a phone call from us to say that your pet is ready or it is the agreed time of pick up. If you have any questions after drop off, please call us.

Cancellations

We have a service which sends text reminders two days before your appointment is due (please confirm we have your correct number on file).

We hope you don’t have to cancel a grooming appointment with us but if you do please give us as much notice as possible. We are a small business and “no shows” can have a detrimental effect on us. If we have enough notice we can then fill that appointment.  Due to this we have the following cancellation charges:

BETWEEN 48-24 hours cancellation notice : NO CHARGE

LESS than 24 hours cancellation notice : 50% CHARGE

No Show

Exceptions will be made for unavoidable emergencies. However, if you cancel twice within a 6month period without giving notice we will require 50% of the missed appointment cost before another appointment can be made.  If you miss more than two appointments in a row we will require a 50 % deposit for all bookings.

Satisfaction

Your satisfaction is very important to us. If you are unhappy for any reason with your groom, just contact us within 48 hours and we will schedule a time for you to come back for an adjustment at the next available time for no extra cost.

Photographs

This release form authorises Chesters Dog Grooming to take photos of your pet for our client files and for the companies website and Facebook page.

**I HAVE REVIEWED THIS SERVICE CONTRACT FOR ACCURACY AND UNDERSTAND THE CONTENTS OF THIS CONTRACT. I AFFIRM THAT I AM THE RIGHTFUL LEGAL OWNER OF THE DOG(S) FOR WHICH SERVICES ARE BEIGNG RENDERED. I AUTHORISE THIS CONTRACT TO BE VALID APPROVAL FOR FUTURE GROOMING SERVICES, PERMITTING CHESTERS DOG GROOMING TO ACCEPT TELEPHONE RESERVATIONS FOR SERVICE WITHOUT ADDITIONAL SIGNED CONTRACTS OF WRITTEN AUTHORISATION. I UNDERSTAND THAT PRICING IS SUBJECT TO CHANGE. THIS AGREEMENT IS VALID FOR ALL PETS THAT I CURRENTLY OWN OR WILL OWN IN THE FUTURE. I HAVE READ, AND AGREED TO THE ABOVE. I UNDERSTAND THAT SIGNING THIS FORM CONSTITUTES A LEGAL SIGNATURE CONFIRMING THAT I ACKNOWLEDGE AND AGREE TO THE TERMS OF ACCEPTANCE.**

