



# Terms and Conditions

## I. Vaccinations/ Veterinary information

The owner must ensure all important veterinary information is known to Dogology and that their dog(s) vaccinations are kept up to date. Any dog should be brought to the salon in a fit and healthy condition. Grooming of a sick or elderly dog is at the owners risk and the groom may be stopped at any point. If this is the case, full payment of the appointment is still due. Grooming may also uncover pre-existing skin and/or health conditions that the owners may not be aware of and Dogology cannot be held liable.

## II. Aggressive or Dangerous dogs

Dogology reserves the right to refuse or stop the grooming of any aggressive or highly anxious dog that is a risk to itself or staff. The owner must inform Dogology if their dog is known to have any aggressive behaviour(s). Muzzles and/or neck cones will be used if necessary to complete a grooming service for the safety of the groomer. If the dog does not comply to a grooming service it shall not be completed for the safety of the groomer and the dog. If this is the case, the final groom price shall not be affected and full payment must be made.

## III. Mat Removal

Dogology has zero tolerance towards matting. All matting will be either shaved or scissored out of the dog's coat not brushed. Owners are responsible for the upkeep of their dog's coat outside of grooming sessions. In the case of serious matting (which is to be decided by the groomer) a grooming charge of £120 will be incurred to have the matting removed. This is to be paid on the day of the appointment. Not all matting or the extent of matting is visible when a dog's coat is dry. For this reason if later in the groom matting is discovered the owner will be contacted to discuss the best option for their dog's health. If the owner is uncontactable the groomer may either alter grooming plans to better the dog's comfort or stop the appointment. Persistent cases of matting may be notified to local authorities at Dogology's discretion.

## IV. Emergency Vet Care

In the event of an emergency that requires veterinary attention the dog will be taken to Dogology's agreed vet. Which is: Stonehouse Veterinary Practice.

## **V. Accidents**

Owners must acknowledge that accidents can occur during grooming due to the sharp equipment and nature of the dog moving around. Owners should not encourage their dog(s) to become excited or anxious if still being groomed as this can increase the likelihood of accidents occurring. If a dog's behaviour is too sporadic or difficult to control Dogology reserves the right to stop the appointment for the safety of the dog and groomer.

## **VI. Hold Harmless Agreement**

The owner (or their agent) agrees to hold Dogology and all of its staff harmless from any damage, liabilities, financial, and otherwise, loss or claim including but not limited to veterinarian bills arising from any condition of the dog(s), either known or unknown to Dogology, which arise in any way from services and/or products provided by or as a consequence of customer association with Dogology. This applies to any dog groomed at Dogology.

## **VII. No Show/ Late Cancellation**

For the case of returning customers: cancellation of an appointment with less than 48 hours notice will require a 50% fee to be paid. This is required in order to book a new appointment. Non arrival to an appointment will require a 100% fee to be paid. This is required in order to book a new appointment.

For the case of new customers: cancellation of an appointment with less than 48 hours notice or non arrival to an appointment will require a new deposit to be paid in order to book a new appointment. Any previous deposit is non refundable in this instance.

In the case of repeated no shows and/or late cancellations Dogology reserves the right to refuse booking of any future appointments. Cancellations must be notified to Dogology via either mobile, text message, voicemail or email 48 hours before the appointment to avoid any fees.

## **VIII. Late pick-ups**

Dog's are not permitted to stay in the salon any longer than 15 consecutive minutes past the agreed collection time or notification of required collection. Failure to collect after 15 minutes will incur a £5 fee and again for every additional 15 minutes. Dogology is not responsible for you dog coming into contact with unknown dogs that may lead to illness or stress.

## **IX. Abandonment**

In line with The Abandonment of Animals Act (1960) any animal abandoned within Dogology's premise will be handed in to either local authorities, animal care charities or local veterinary services. Related customer details shall also be handed into the corresponding authorities.

#### **X. Payment and Refund Policy**

Dogology does not offer or issue refunds for any of its products or services. All payments must be made in full on the day of the appointment in addition to any other fees. Payments can be made before or after an appointment. Prices are non-negotiable.

#### **XI. Sedated/ Pregnant/ In Season**

Dogology reserves the right to refuse a sedated dog or pregnant/ in season bitch for the safety of the groomer and client. Bitch's that are in season will be groomed at the groomer's discretion. The owner must acknowledge they are responsible for the safety of their dog(s) in any of these conditions.

#### **XII. The Animal Welfare Act (2006)**

Dogology follows the laws and guidelines outlined by The Animal Welfare Act (2006). This includes adhering to The Five Freedoms. If at any point one of The Five Freedoms is violated or at risk of being violated Dogology reserves the right to cease any grooming services immediately.

#### **XIII. Fleas**

If fleas are found on the dog(s) a flea killing shampoo must be used during the bathing process. This is to be done by the groomer and not refused by the owner for the comfort of the dog(s). Persistent cases of fleas may be notified to local authorities at Dogology's discretion.