

# Terms & conditions

The Divine Canine



## Dog grooming Agreement

### TERMS AND CONDITIONS FOR [The Divine Canine]

All clients are required to complete and sign this Declaration form. All your data is confidential and will not be shared with any third party.

Please inform me of any changes in your pet's health or temperament or your personal details to allow me to continue to provide a service tailored to your dogs need's.

### OUR INFORMATION

I am The Divine Canine [Kelly Lanning] and my business address is 829 Springdale Drive, Charleston West Virginia 25302. You can contact me by phoning me at 304-533-0789 or by emailing on [thedivinecanine829@yahoo.com](mailto:thedivinecanine829@yahoo.com). If I have to contact you we will do so by phone or by writing to you at the email address or postal address you provided to us at the time you made the grooming appointment.

### GENERAL INFORMATION

**LATE ARRIVAL:** Please be punctual. If you arrive more than 15 minutes late for your appointment we may have to re-schedule. I work by appointment only; the appointment slot allocated for your pet's groom has been booked at your request exclusively and I work one-on-one with NO overlap. A no-show results in lost income. We treat late arrival as a missed appointment, in which case the deposit you have paid will become non-refundable.

**LATE COLLECTION:** We work by appointment and do not have the staff or facilities for your pet to stay after the groom has been completed. Any pets not collected at the agreed collection time will incur an additional charge. For every 15 minutes that a pet is kept in holding after the agreed collection time, we will charge \$5.00 per 30 minutes.

**DEPOSITS & CANCELLATIONS:** Customers are required to pay a deposit of \$20.00 if an appointment has been missed or no-showed to secure the booking. This deposit is non-refundable if an appointment is canceled with less than 48 hours notice if an appointment is missed or if continual re-scheduling. Unless the deposit becomes non-refundable for the reasons set out above, the deposit you have paid will be deducted from the overall cost of your pet grooming session. You may ask us to carry over your deposit to your next booking. We require 48 hours' notice for cancellations to enable us to fill the slot. If you wish to cancel a slot you can do so by calling/texting the salon on 304-533-0789. If you cancel a grooming appointment with more than 48 hours' notice, then we will refund you the \$20.00 deposit that you paid when booking. We will refund the deposit by the method you used for payment and this will be done as soon as possible within 14 days after the day on which you told us that you wanted to cancel the appointment.

If we have started the grooming process but have to cease the groom due to your pet's behavior that has not been declared on our forms, we reserve the right to cancel the groom and a reasonable charge will be charged.

**CHARGES:** Pricing will vary for different breeds of dogs. I understand that prices will be higher should I request trimming beyond the normal breed trim, additional trimming, or shave downs. The price of the groom will be the price stated at the time of booking. Prices are for dogs that are used to being professionally groomed on a regular schedule and whose coats are well maintained between grooms. If we feel your dog's coat needs extra care we will discuss this with you prior to the groom.

Prices will be more in the following incidents

- coats are Matted, poorly maintained &/or overgrown.
- Dogs that are difficult to manage or uncooperative during grooming
- Timid, anxious, or nervous pets, who require frequent breaks & may need special handling

These conditions cost more time, labor &/or products.

If I am unable to complete a groom due to behavioral problems or aggression you will be charged the price of the groom. All costs are payable in full at the time you collect your pet.

The Divine Canine has the right to refuse to groom a dog at their discretion without a given reason.

**PUPPIES' FIRST HAIRCUT.** We recommend that your puppy should be at least 13 weeks old for their first groom. For the health of your puppy, you should wait 2 weeks after their second vaccination. The first grooming experience for a puppy (or any age dog) requires patience and understanding. More time may be necessary to work with younger puppies. Regular grooms and slowly adding steps to the grooming process will help to minimize any potential stress. I understand that I can help my puppy accept grooming by regularly massaging my puppy's paws as well as brushing & combing their coats. Frequent handling of paws can help puppies better accept nail clipping or trimming around the feet.

### **PARASITES/ TICKS/FLEAS.**

If we find fleas/parasites on your dog, we will contact you straight away so you can collect them immediately. Grooming will be stopped at this point, depending on where we are up to in the groom a fee may incur. We will then arrange a new date to complete the groom. We will not under any circumstances attempt to remove ticks ourselves, this is the job of your vet to ensure the tick is removed safely & successfully.

### **YOUR DOGS TEMPERAMENT & BEHAVIOUR**

#### **DANGEROUS DOGS:**

Owners **must** inform The Divine Canine if your dog is aggressive in any way with people/other pets. Any dog that shows aggressive behavior towards us or another dog may need to be muzzled. By signing this contract you are agreeing to this term. Muzzles may be used if necessary. Muzzling will not harm your dog and protects both the pet and the groomer. A fee of \$10.00 will be charged for any dog that needs to be muzzled. It is the owner's responsibility to inform us if they do not wish for their pet to be muzzled. Refusal may result in the groom being canceled. The Divine Canine reserves the right to refuse services to dogs that show aggression as it is a risk to safety. If your dog should bite, You the owner agree to take responsibility for all related medical bills, costs, loss of income, and any equipment damage.

**ACCIDENTS:** Although extremely unlikely, accidents can happen during grooming. In the event of an accident or serious medical issue arising during your pet's groom, you the owner authorizes The Divine Canine to seek emergency veterinary treatment and you will be responsible for paying the costs of such vet treatment.

Things like cuts, scrapes, scratches, etc can happen. Please be assured we make every effort to make sure your dog is groomed safely.

## **HEALTH & WELLBEING**

Grooming procedures can sometimes be stressful, especially for a senior or ill pet, and can expose hidden medical problems or aggravate a current one during or after the groom. The Divine Canine will notify you of this so that you can seek veterinary advice.

It is highly recommended that your dog is upto date with their vaccines before visiting the grooming salon.

If your dog had been microchipped within 24 hours of your booking we will unfortunately not be able to proceed with the groom. We do not accept bookings for pregnant dogs and bitches in season.

Please inform The Divine Canine of any health conditions that may affect the grooming process as we may need written approval from a vet to ensure your dog is fit and healthy enough to be groomed.

If your pet is unwell on the day of your appointment, they will not be accepted for grooming due to the risk of spreading viruses to other dogs.

## MATTED DOGS

If your dog's coat is matted you acknowledge and agree that it may not be possible for The Divine Canine to achieve the style that you desire. The Divine Canine will try our very best to meet your requirements however a matted coat may result in us having to clip/shave your dog's coat short. Dogs with matted coats need extra attention during their grooming session, we will not spend more than 15 minutes de-matting. It is extremely important to us that your dog is comfortable and matting can be painful to remove, therefore clipping/shaving short may be the most suitable option. If left, matting will grow tighter and can strangle the pet's skin, this could lead to cuts and sores. We will discuss this prior to the groom and The Divine Canine will require you the owner to sign the Clipping/Shaving policy. Clipping/shaving does come with **risks such as nicks, cuts, or abrasions due to warts, moles, or skin folds trapped in the mats.** After having the coat clipped the skin may be red, itchy, and irritable. Prevention is the best defense against matting so regular grooming sessions are advised. The Divine Canine will not be liable for any post-grooming effects of the clipping/shaving, which is not without risk.

There will be an additional charge for de-matting due to the amount of time and care it takes. The additional charges will depend on the severity of the matted coat:

Under the legs and behind ears \$ additional cost

General de-matting over the body \$ additional to groom cost. Must be done in under 15 minutes

targeted areas will be an additional \$ to the cost of the groom

Clipping/shaving will be \$ extra to the cost of a full groom

## PHOTOGRAPHS.

Your pet may be photographed before, during, or after its groom. Photographs may be used on The Divine Canine website, socials, and printed promotional documents. Please let me know if you prefer your dog not to be photographed.

## **GROOM FEEDBACK.**

The Divine Canine will provide you with detailed feedback after every grooming session. If you have any queries or need further clarification, please just ask or contact The Divine Canine asap. I am more than happy to discuss any details of your dog's groom or advise you about how best to care for your dog's coat after their groom. If you are however unhappy with any part of the service that you have received from The Divine Canine please let us know before you leave the salon. We are happy to alter the trim immediately or note down changes for the next groom.

## **BEFORE YOUR DOGS GROOM**

Please make sure your dog had been to the toilet before their visit so they are comfortable during their time with us. We advise that you don't feed your pet 30 minutes before their scheduled groom. Your dog will have access to freshwater whilst they are in our care.

We do not express anal glands, If your dog needs this we recommend taking them to the vet. Ears are only plucked upon request.

## **LIABILITY**

Any dog left with The Divine Canine is left entirely at the owner's risk and discretion. Whilst we take every safety measure seriously we will not accept any responsibility for any loss, injury, death, or illness suffered by your dog whilst in our care. We advise having pet insurance before your dog's groomed.

## **ELDERLY DOGS**

From time to time, grooming can expose hidden medical problems or aggravate a current one. Please make sure you have filled out your pet's introduction forms as fully as possible so we are fully aware of any known medical issues before starting the grooming process.

Senior pets have a greater chance of injury during grooming. You the client will not hold The Divine Canine liable for any accident or injury that may occur.

## Client's Consent

By signing this contract you agree to hold The Divine Canine harmless from any damage, loss, or claim arising from any condition of the undersigned dog either known or unknown to The Divine Canine. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases.

I have read the above Agreement entirely and have had the opportunity to discuss its terms with The Divine Canine to my satisfaction, and agree to its terms in its entirety

\*Client name: \_\_\_\_\_

\*Date: \_\_\_\_\_

\*Your signature: \_\_\_\_\_

**[The Divine Canine:]**

Dog Groomer: Kelly Lanning \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_