



# Terms & Conditions

## **Health & Medical conditions**

Procedures within the grooming environment can be stressful for some pets especially for senior, young, overweight pets or those with medical concerns. The process may expose unknown medical conditions or aggravate a current one during or after the groom. In the best interest of your pet this agreement will give Coventry cat groomers permission to seek emergency veterinary treatment if we deem it necessary for whatever reason. We will do our best to contact you first, before taking your pet for treatment, however this may not always be possible. Unless we are deemed to be negligent all medical expenses are the responsibility of the owner. By agreeing to these Terms & conditions you are expressly agreeing to the following disclaimer:

## **Elderly, Infirm, Overweight or Young pets disclaimer.**

A full groom can take in excess of 2 hours and is physically demanding as well as stressful for some animals. Whilst Coventry cat groomers makes every effort to provide additional support to elderly/infirm/overweight and young pets we cannot guarantee that your pet will be able to adequately support themselves for the duration of the groom which may result in serious health risks. There is also an increased risk of other injuries such as cuts and grazes, Coventry cat groomers reserves the right to stop the grooming process at any time with payment in full being due on collection of your pet.

## **Vaccinations**

Coventry cat groomers takes no responsibility for any pet that may contract any of the vaccinated diseases.

Coventry cat groomers may ask for proof of vaccination and veterinary information which must be provided.

## **Rabbits;**

Vaccination against Myxomatosis, VHD1 & VHD2 is essential and your vaccination card must be shown upon entry.

## **Fleas & ticks**

Coventry cat groomers is proud to be a flea/tick free environment. If your pet is known to have a parasite infestation, we ask that your grooming appointment is rescheduled to a time when your pet is free from infestation. 24hrs notice must be provided to avoid losing your booking fee. We recommend that you contact your vet to provide you with the best recommended treatment. If fleas are found on your pet, we will use a flea shampoo and will be required to do additional disinfection of our premises and equipment. An additional £20 will be charged to your bill. If ticks are found, an additional £5 will be charged to include removal. We will not be held responsible for any infection caused by the tick or removal thereof.

## **Coat condition**

Coventry cat groomers practices humanity over vanity. If we are presented with a neglected coat and believe, in our professional opinion, it is kinder to remove the coat than it is to de-matt this will be done in accordance with The Animal Welfare Act 2006. Whilst we will make every effort to identify this as part of the pre-groom consultation and coat assessment there may be occasions where the degree of matting cannot be fully identified until we commence the groom. In this event we will make every effort to contact you, however if this is not possible we will, in our professional opinion, do what we believe is in the best interest of the welfare of the pet. By agreeing to these terms and conditions you are expressly agreeing to the following de-matting disclaimer;

*Under the Animal Welfare Act 2006, it is an offence to cause unnecessary suffering to an animal:- this includes prolonged 'de-matting' which is painful and detrimental to the welfare of the pet. If you bring in your pet with more than 15 minutes of de-matting work, we are required by the act to clip your pet short humanely or refer you to your vet to do the same.*

I do not provide a 'lion cut' unless it is in the best interests of the cat, such as the coat being pelted or on advice from your veterinarian.

Additional charges may be incurred due to the wear on equipment, additional products used as well as time and skill needed to remove matting.

All cats have their nails trimmed prior to starting the groom for the safety of the groomer, this has no detrimental effect on the cat.

## **Behavioural charges.**

### **Aggression.**

Owners have the obligation to inform Coventry cat groomers of any known aggressive behaviour traits their pet may have to other animals or humans. Specifically, the owner must inform Coventry cat groomers if they have been advised by previous groomer(s) of any of the aforementioned behaviours. Although Coventry cat groomers caters to pets with aggressive traits, owners have the obligation to inform us of any such behaviours so we can adapt our approach to the groom accordingly, ensuring the safety of the pet and groomer.

Behavioural charges will be decided by Coventry cat groomers depending on the severity of the behaviour and the time, skill and equipment required to groom the pet.

We reserve the right to refuse service if we believe your pet may become a danger to itself or the groomer. If these behaviours present during the groom, we reserve the right to stop the groom with full fee payable.

## **Time Keeping**

Coventry cat groomers work to a strict time frame to ensure that your pet receives ample grooming time and one-to-one care. We expect to admit you at your given appointment time, if you are early we may not be able to grant immediate access and would ask that you wait until your allocated time. Likewise, if you are more than 15 minutes late we may have to refuse your groom on welfare grounds as rushing the groom may lead to unnecessary stress and possible injury, in this case you will lose your booking fee.

Please also ensure you collect your pet in a timely manner to prevent your pet waiting unnecessarily causing potential stress from other pets attending.

## **Pricing**

Prices shown are an estimate only as every pet is individual in its grooming requirements. Additional charges may be incurred due to;

- Overweight pets or oversized for the breed
- Unkept/neglected coat (pelting)
- Aggressive, senior, nervous or timid pets that require additional handling or rest during the groom.
- Fleas/ticks
- Pets that require additional handling for whatever reason.

## **Cancellations**

We require at least 24hrs notice of cancellation or you will lose your booking fee, repeated late cancellations may mean we will be unable to offer you and future appointments.

## **Hold harmless agreement**

By using our services you agree to hold Coventry cat groomers, its owners, employees and directors harmless from any damage, loss or claim arising from any condition of the pet, either known or unknown to us. 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. It is further understood this clause applies to any and all pets groomed.

## **GDPA statement**

In order for us to provide the requested services, we are required to obtain and store a limited amount of your personal information. Such information will be stored in accordance with all relevant legislation, will never be shared with any 3rd parties or organisations and will only be used for the purposes of providing the requested or related services. You have the right to request and review any of your personal information. Please make any requests to [coventrycatgroomers@yahoo.com](mailto:coventrycatgroomers@yahoo.com).

