

Terms & Conditions

CLIENT GROOMING AGREEMENT AND POLICIES

Current Vaccinations/Veterinarian Information: By using our services, owners verify their dogs are up to date with vaccinations for canine parvovirus, canine distemper virus, Leptospirosis and Infectious canine hepatitis. Proof of vaccination shall be provided to Sarah Allen Grooming Spa on request as well as current veterinarian information if required.

Health, Medical Problems & Senior Dogs: Grooming procedures can sometimes be stressful, especially for a senior dog or dog with health problems, and can expose hidden medical problems or aggravate a current one during or after the groom. In the best interest of your pet this contract/agreement will give Sarah Allen Grooming Spa permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by us. We will do our best to contact you first, then take your pet to our authorised Veterinarian, or to the nearest Veterinarian that is available. It is agreed that all expenses for Veterinary care will be covered by the pet's owner.

Fleas/Ticks: Sarah Allen Grooming Spa strives to be a flea/tick-free salon. If your dog has a flea or tick infestation we will ask that you reschedule your grooming appointment once the flea or tick problem is under control. Dogs with a flea or tick infestation carry a risk of anaemia, infections, tapeworms and other health problems. We recommend that you contact your veterinarian for advice on the best treatment for your situation. Treating all pets in the family, as well as treating your home will help in keeping fleas and ticks under control for the long term. If fleas are found on your dog we will bathe your dog in a flea shampoo and have to treat the salon, this will incur a £10 charge on your grooming bill. If ticks are found an additional charge of £5 will be added for their removal.

Accidents: There is always the possibility an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations. Possible problems that could occur include cuts, nicks, scratches and quicking of the nails. In most cases this can happen when a dog is wiggling or moving around. We make every effort to ensure your dog is groomed as safely as possible, but if your dog does not accept the process it can be dangerous to continue the groom.

Matted Coats: Dogs with severely matted coats need extra attention. Mats in a dogs coat grow tight, and can strangle the dogs skin, limbs & tail, as well as harbouring parasites. Sarah Allen Grooming Spa will not cause serious or undue stress to your dog by de-matting as specified by the Animal Welfare Act 2006. Mats can be very painful to remove, therefore we will not de-mat your dog, we will however clip the coat short, to remove the mats in a humane way and do our best to keep as much of the length as possible.

When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the dogs skin allowing mould, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process. Torn skin from mats can even harbour maggots. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to regrow. Shaved dogs are also prone to sunburn and should either have sunscreen applied daily or should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases dogs may also exhibit brief behavioural changes. Prevention is the best defence against matting

by scheduling regular grooming appointments. If your dog needs to be shaved to remove matting, you acknowledge that you agree to this procedure, and any risk and any additional charges that will be commensurate to the additional work required.

Aggressive or Dangerous Dogs: Owners MUST inform us if your dog bites, has bitten or is aggressive to people, other pets or specific grooming procedures. We reserve the right to refuse or stop services of your dog at any time before or during the grooming process and/or charge an Aggressive Dog Fee commensurate to the additional handling required to complete the groom in addition to the regular grooming charge. If your dog should bite the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage.

Missed Appointment & Cancellations: Our appointment software will send an automated text & or email to the details provided by you, 48hrs prior to your appointment as a reminder. Please make sure you read the text/email and that all the details are correct according to your own diary. Do not respond to the text or email as it is a non-reply service. If you need to cancel or re-schedule your appointment, call the main telephone number 07305 070025 48hrs prior to your appointment, we are closed on a Sunday & Wednesday, so these days are not included in your 48hrs as the telephone & email are not monitored on those days.

If you need to cancel your appointment, please provide 48hrs notice in order for us to offer the appointment to another client. Failure to give 48hrs notice will incur a fee of 50% of the total groom to cover the costs of staff & utilities.

If you fail to turn up for your appointment (no show) 100% of the groom fee will be incurred to cover the costs of staff & utilities.

By making an appointment at Sarah Allen Grooming Spa, either online, by phone or in person, you are agreeing to these terms & conditions.

Hold Harmless Agreement: By using our services you agree to hold Sarah Allen Grooming Spa, its owner, employees and directors harmless from any damage, loss, or claim arising from any condition of the undersigned dog, 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 dogs groomed.