

## **Jurassic Bark Dog Grooming Contract**

### **Customer details**

Surname:

Contact number:

### **Dog Details**

Name:

Breed:

Vaccinations, Flea and worm treatment up to date: yes / no

Vet:

Medical conditions:

Medication:

Behaviour / other notes:

### **Styling Requirements**

I acknowledge that my dog may need clipped short due to matting which cannot be brushed out. In this case I agree for the groomer to make the decision to clip of my dog's coat either by instruction and benefit of my dog I also acknowledge my dog may behave differently particularly in cold weather after being shaved. As the owner (or with full authority of the owner) I give permission to proceed with the stated styling requirements. If any additional grooming is necessary due to unforeseen circumstances, or the dog in my authority requires any immediate veterinary care, I authorise the groomer to proceed as necessary and the owner of the dog will be liable for any resulting additional costs. I have read and agreed to the terms and conditions, and I have discussed with the groomer the requirements and any concerns of my dog. I agree to the terms and conditions of Jurassic Bark Dog Grooming LTD.

Signed (customer):

Date:

## **Terms and Conditions**

### **General**

- Fur the Love of Dogs – Dog Grooming and Jurassic Bark Dog Training are trading names for Jurassic Bark Dog Grooming Ltd and is a registered company under company number SC749626.
- You will be asked to pay a £20 deposit to secure your appointment which can be taken off the total of your groom on the day or be kept as a rolling deposit for future appointments. This means that we are secured for any missed appointments or short notice cancellations, your deposit will not be refundable if the appointment is missed or cancelled with less than 72hrs notice.
- If you arrive more than 15 minutes late, we cannot guarantee that we will be able to work with your dog and your deposit will not be refunded. If you are more than 15 minutes late but we feel like we can work with your dog before the next dog arrives then you will be charged an extra £5 fee for every 15 minutes you are late by.
- If your dog is not collected at the agreed collection time then you will face a £5 charge for every 15 minutes after the agreed collection time.
- If you are booked in for an appointment and turn up asking for a different type of appointment (example: for a bath and brush and turn up expecting a full groom instead), if we do not have the time to change your appointment to a full groom instead and you do not accept the original appointment type then your deposit will not be refunded.
- Please allow your dog time to go to the toilet before coming into the salon. Toileting will be charged at an additional of £5 per toilet. Your appointment only allocates time for one bath and we cannot guarantee that we will have enough time to rebath your dog, rebaths will come at an additional cost of a full bath appointment or if we don't have the time to rebath on that appointment you can book another bath appointment if you wish to do so.
- Do not feed your dog 30 minutes prior to your appointment.
- You as the owner is responsible for making sure all flea and worm treatments are up to date, we strongly suggest making sure this is done as the salon will have other dogs and we want your dog to stay safe.
- Do not book your dog an appointment if they have recently been vaccinated or had surgery, appointments should be made at least two weeks after vaccinations and ask for veterinary advice for how long to wait after any surgeries, this is for your dog's welfare. If you turn up for an appointment before the recommended waiting period then we cannot take your dog and your deposit will not be refunded.
- You must inform us of any medical conditions and any medication your dog is currently taking.
- You must inform us of any food allergens or dietary requirements for your dog encase treats are used, we will not be responsible for any sicknesses due to this.
- We have the right to refuse your dog if they appear unwell to groom or train or are too reactive or aggressive to groom, in these cases the deposit will not be refunded.
- We have the right to stop a session if the situation becomes unsafe for your dog or staff, if we cannot complete the session due to your dog's behaviour then you must still pay (bath and brush price up to full groom price for the size of dog to the staffs discretion).
- We reserve the rights to amend these terms and conditions without notice.

### **Matting**

- If your dog's coat is excessively matted then we will need to shave it for the welfare of the dog. Depending on the severity of matting then you will face a £10 matting fee.
- If your dog is matted then you may not get the desired haircut for your dog but we must prioritise the welfare of your dog in every circumstance and make your dog as comfortable as possible.
- Removing severe matting can lead to 'clipper burn', if your dog gets clipper burn, they may be itchy and scratch or lick the irritated area, clipper burn should heal up within a few days however please do not allow your dog to lick or scratch as this can prolong the healing. We will always do our best to prevent clipper burn however if your dog is severely matted then it may occur, and we will not be liable.
- If your dog has matting in some areas only (example: under the armpits, behind the ears) and they are in for a bath and brush, we can remove them with a £5 targeted dematting charge.

- If your dog is matted in some areas (example: tail, head) and you do not agree to us shaving them, we can take your dog in for the groom but will not touch these areas, you will still need to pay the price for a full groom. We advise to get matting shaved or for you to dematt at home for the dog's welfare.
- If your dog is booked in for a bath and brush but is severely matted then we cannot take them as matting absorbs water and the matting will become worse. Your deposit will not be refunded and we will recommend to get them rebooked for a full groom.

#### **Double Coated Dogs**

- Double coated dogs should not be shaved, we will only shave dogs if they are severely matted / have matted areas or if it is for a medical reason.
- Shaving double coats can affect the dogs coat regrowth and leave them with no protection from the elements.
- We will not shave a dog because they are 'too hot' as double coats regulate the dog's temperature.

#### **Extra Care**

- By law, you are required to have your dog microchipped.
- We will not be liable for dogs slipping ill fitted collars. You are responsible for having well-fitting collars, harnesses, leads etc that ensures that your dog does not slip out, we also recommend keeping trackers on them.
- If your dog slips their collar coming into our shop, the worst thing that our staff can do is run out to help, please make sure they are brought into the salon safely and doors are kept shut behind you until they are past our gates.
- If your dog is pregnant or in season we cannot groom them, if you bring your dog in for the groom in these conditions then we will have to refuse them and reschedule them, your deposit will not be refunded.
- Please do not bring your dog in if they have fleas, if you would like a flea treatment groom then please ask us in advance. If your dog has fleas then you will face a £20 flea charge.
- If we find a tick on your dog, we will remove it for £3, we advise that you keep an eye on your dog and see a vet as ticks can carry disease and your dog may require further treatment.
- If we believe that your dog requires immediate veterinary attention whilst in our care, you agree that your pet will receive this attention and that you will be liable for any resulting costs.
- Any dogs that are reactive or aggressive towards our groomers may need muzzled, it is up to the owners to specify if they do not want their dog to be muzzled, however, for safety reasons, if you do not allow us to muzzle your dog then we can refuse the groom and your deposit will not be refunded.
- We advise to insure your pet. We will take reasonable precautions and do our best for your dog however accidents can happen, and your dog is left with us entirely at your own risk and we do not accept any responsibility for loss, injury, death or illness by your dog whilst in our care.