



TERMS OF SERVICE

All clients are required to complete and sign this form. All data is confidential and will not be shared with any third party. Please read this document carefully and provide your signature to confirm that all our policies, terms and conditions are fully understood.

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

OWNERS NAME: _____

DOGS NAME: _____

BREED: _____

- The health and welfare of pets in our care are our primary concern. Dogs will only ever be groomed according to their tolerance of the process. If a dog is fearful of any of the procedures employed during grooming, a workaround or alternative will be employed. Occasionally during grooming a pre-existing condition may be discovered which you may not have been aware of. We will notify you of this so that you can seek veterinary advice. In the unlikely event of an accident or serious medical issue arising during your pet's groom, you authorise us to seek emergency veterinary treatment.
- We require that all dogs brought to Wagtails for a grooming session are fully vaccinated, wormed and flead up to date. Any fleas found on your dog (if alive) will incur an extra charge of £10 added to the original grooming price.
- You must inform us prior to grooming if your dog has ever bitten or displayed aggression. Failure to disclose this information may result in refusal of further services.
- Starting prices are for pets:
 - That are used to being professionally groomed on a regular schedule.
 - Whose coats are well maintained between professional grooms (kept tangle, knot & matt free by regular brushing or combing)
- You can reasonably expect to pay more than the starting price for:
 - Matted, poorly maintained and/or overgrown coats
 - Pets which are difficult to manage or uncooperative during grooming
 - Overweight pets or oversized for the breed standard
 - Timid, anxious or nervous pets, which require frequent breaks & may need special handling

- If we are unable to complete a groom due to behavioural problems or aggression, you will be charged the starting price of the groom. All costs are payable in full at the time you collect your pet.
- In the event that your pet's coat needs to be clipped down to release it from matting or coat neglect, the Wagtails Grooming Salon, its owner and operator are not liable for any post-grooming effects of this procedure, which is not without risk. Any humane de-matting will be undertaken solely at our discretion, in compliance with The Animal Welfare Act 2006 (clause 5 - Animals are to be protected from pain, injury and suffering). De-matting during a routine groom is limited to a maximum of 15 minutes and is only possible if the matting is minimal. For severely matted coats where de-matting isn't possible, the only humane way to deal with this will be to completely shave off the coat.
- You will be given detailed feedback after each groom. If you have any queries or need further clarification, please just ask or contact us at a later stage. If you are dissatisfied with any aspect of your pet's groom, please let us know before you leave. Reasonable requests to alter the trim will be dealt with immediately or changes noted for the next groom.
- Please try to be no longer than 15 minutes late for your grooming appointment. Unfortunately, after this time, the appointment will expire and another appointment will need to be booked. A fee may be incurred for the missed appointment.
- We respectfully request 24 hours' notice if you need to cancel your pet's appointment. A fee of 50% of your usual groom price will be levied for missed appointments and late cancellations. A non-refundable deposit of the starting price of the groom will then be levied to secure a new appointment slot. If you incur any of the above-mentioned fees, they will be payable in advance of your pet's next appointment.
- You will be given a time in which to collect your dog after their grooming session, please be punctual but do not arrive early as this can upset your dog and make it very difficult to finish the groom.
- Please note that during your dog's grooming session we may take photographs for our website and social media page, please make us aware if you prefer that your pet not be photographed.

SIGN: _____

DATE: _____

PRINT: _____