

Pawfection

Professional Grooming Services
By Susan James

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Dog grooming customer card

Name: Address:

.....

Home Tele : Mobile :

Email : Dogs Name:

Age D.O.B Dog Bitch Breed Colour

Vets name/Practise Vets Tele:

Medical problemsAllergies

Vaccinated: Yes/ No Date Microchipped : Yes/No

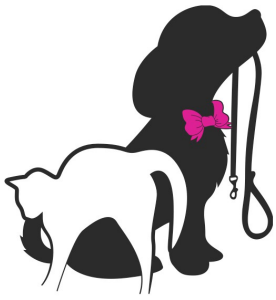
Kennel Cough: Yes/No Date

Previous dog groomer used

Upon completing the above you have agreed to the terms and conditions part one of two and will pay the fee in full on collection of your dog.

Date: Owners Signature:

Date	Next booking	Grooming details	Price



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Professional Grooming Services
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Terms and conditions

by leaving your dog in my care you have agreed to these terms and conditions

Health and Medical Conditions

Procedure within the grooming environment can be stressful for some dogs, especially for senior, young, overweight dogs 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 Pawfection Professional Grooming services by Susan James permission to seek emergency veterinary treatment if I deem it necessary for whatever reason. I will do the best to contact you first, before taking your pet for treatment, however this may not always be feasible. Unless I am deemed to be negligent, all medical expenses are the responsibility of the owner. By agreeing to these terms and Conditions you are expressly agreeing to the following disclaimer.

Elderly, Infirm, overweight or Young Dogs Disclaimer

A full groom can take in-excess of 3 hours and is physically demanding as well as stressful for some animals. Whilst Pawfection Professional Grooming Services by Susan James make every effort to provide additional support to elderly/infirm/overweight and young dogs. I cannot guarantee that your dog 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. Pawfection Professional Grooming Services by Susan James reserve the right to stop the grooming process at anytime with payment in full being due on collection

Vaccinations

By using my services. Owners confirm that their dog is up to date with their annual vaccinations against Canine Distemper, Infectious Canine Hepatitis, Leptospirosis, and Canine Parvovirus. An unvaccinated dog may put itself and others at risk. Pawfection Professional grooming services by Susan James, takes no responsibility for any dog that may contract any of the aforementioned diseases

Fleas and ticks

Pawfection Professional Grooming services by Susan James is proud to be a tick/flea free environment. If your dog is known to have a parasitic infection, I ask that your grooming appointment is rescheduled to a time when your pet is free from said infection. 48 hours' notice must be provided to avoid a cancellation charge. I recommend that you contact your veterinary surgeon to provide you with the best recommended treatment. If fleas are found on your dog, I will use a flea shampoo and be required to do additional disinfection of our premises and equipment. An additional charge of £15 will be charge to your bill. If ticks are found and additional charge of £15 will be charged to include removal. I will not be held responsible for any infection caused by tick or removal thereof.

Coat Condition

Pawfection Professional Grooming Services by Susan James practice humanity over vanity. If I am presented with a neglected coat and believe, in my professional opinion, it is kinder to remove the coat than it is to de-mat this will be done in accordance with The Animal Welfare Act 2006. Whilst I 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 I commence the groom

In this event I will make every effort to contact you however if this is not possible I will, in my professional opinion, do what I believe is in the best interest and welfare of the dog. By agreeing to these Terms and Conditions you are expressly agreeing to the following De-Matting disclaimer:

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 dog. If you bring in your dog with more than 15 minutes of de-matting work, I am required by the Act to clip your dog short humanely or refer you to your vet to do the same. I will only attempt to de-matt 5% of a dog – which equates to about 50p size mat behind each ear, same size in the armpits and perhaps one or two in the groin or tail area. I have assessed your dog's coat and found it to be matted, therefore it needs to be clipped short. This can be prevented by daily brushing with a slicker brush and comb. Will be happy to explain the correct way to brush your dog and suggest a grooming programme that will allow me to achieve the look you would like for your dog; this may involve more frequent visits to my salon and will certainly involve daily grooming at home. When a dog's coat becomes matted, it causes discomfort as the matts pull tightly on the skin and underlying health conditions may not be visible. When a matted coat is clipped short, it may occasionally reveal sore, reddened and irritated skin, this is due to the fact the skin has not been able to breathe, and air circulation is not restored. Clipping a matted coat can take longer and cause additional wear and tear on my equipment so a further fee may be chargeable in addition to the normal groom price.

The process of de-matting increases the risk of injury including but not limited to cuts and grazes, skin irritations, clipper burns, cause by the shortness of the clipper blades that will be used as well as possible haematomas or Capillary bleeding, this is when the blood vessels start to bleed due to the sudden rush of circulation when the skin has been restricted when matted, this can happen mainly to the ears as head shaking can cause a capillary bleeding when the matts have been removed. In addition, you may see some behavioural changes such as head shaking, excessive scratching, licking and "scooting". This is where the dog will scrape their back end on the floor to relieve itching and irritations. Should you have any concerns you should seek advice from your vet. Additional charges may be incurred due to the wear on equipment, additional products used, as well as time and skill needed to remove matting.

Behavioural Charges

Aggression - Owners have the obligation to inform Pawfection Professional Grooming Services by Susan James of any known aggressive behaviour traits their pet may have to other animals or humans. Specifically, the owner must inform Pawfection Professional Grooming by Susan James if they have been advised by previous groomers, or vets of any of the aforementioned behaviours.

Nervous/Anxious Dogs - Although Pawfection Professional Grooming Services by Susan James caters to dogs with nervous traits, owners have the obligation to inform me of any such behaviours in order for me to cater to their needs to the best of my ability.

Behavioural charges will be decided by Pawfection Professional Grooming Services by Susan James depending on the severity of the behaviour and the time, skill, and equipment required to groom the dog. If your dog should bite, you agree to be responsible for all related medical bills, loss of earnings and equipment damaged. I reserve the right to refuse services if I believe your dog may become a danger to itself or those within the salon. In the event any of these behaviours present during the groom the session may be stopped at anytime and the full fee charged.

Please toilet your dog before attending their appointment. Fouling in the salon may result in additional charges.

Time Keeping

Pawfection professional Grooming Services by Susan James works to a strict time frame to ensure that your dog receives ample grooming time and one-to-one care. I expect to admit you at your given appointment time, if you are early, I 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, I may have to refuse your groom on welfare grounds as rushing the groom may lead to unnecessary stress and possible injury. A fee equal to the cost of the groom will be incurred. If you are more that 15 minutes late collecting your dog a late collection charge will be incurred

Pricing

Any prices provided are an estimate only. Additional charges may be incurred due to:

- Overweight dogs or oversized for the breed
- Unkept/neglected coats
- Aggressive, senior, nervous or timid dogs that require additional handling
- Fleas and/or ticks
- Dogs that require additional handling for whatever reason
- Excessive feces, waste matter eliminated from the bowels and allowed to compacted around the anus

Cancellations/No show

I require 48 hours' notice for cancelled appointments or the full grooming charge will apply and must be paid in full before re-booking. Payment is due on the day of the groom, if the payment is not received within this time frame an additional late payment fee will be added to the cost of the original groom of 20%

General

Pawfection Professional Grooming by Susan James is unable to groom pregnant or in season bitches and will not provide services for any dogs noted under the Dangerous Dogs Act. Should your Bitch be in season during the time of a pre-booked appointment 48 hours' notice must be provided to avoid the cancellation charge noted above.

Hold Harmless Agreement

By using my services, you agree to hold Pawfection Professional grooming Services by Susan James and its owners, employees and directors, harmless from any damage, loss, or claim arising from any condition of the dog, either known or unknown to me. 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.

GDPR Statement

In order for me to provide the requested services, I am 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 a 3rd parties or organisations and will only be used for the purpose 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 Susan James when visiting the salon, in writing or by telephone 07917 826323

Signed: **Date:**

Signed by Pawfection Professional Grooming Services: **Date:**

