



Dog Grooming Contract

Terms and Conditions

- Please ensure your dog has had chance to relieve itself before you arrive at the salon. The reception area has products for sale, if your dog urinates on the products, you shall be responsible for paying for them. Entire male dogs may be asked to wear a belly band to prevent them scent marking inside. If your dog relieves itself inside or outside the salon, please pick it up in a doggy bag and put by the bin outside.
- We do not groom bitches that are in season, or pregnant. Please inform us and rearrange your appointment. Failure to do so may result in us sending your dog home and the full appointment cost will need to be paid on collection. We also cannot be held liable for any pregnancy complications if you did not inform us your dog was pregnant.
- Please keep your dog on a lead while in the salon. The salon is on a busy road. The grooming room is upstairs and the lead will be used to take your dog upstairs.
- Please ensure your dogs are dropped off and collected on time. Lateness affects the next appointment. If you are 15 minutes late or over, you will be turned away and have to pay a missed appointment charge of £10. If you are late to return for your dog, a daycare charge will be applied at £5 after 15 minutes and £5 for every additional 15 minutes until you arrive. WE ARE NOT A DOG SITTER.
- Our cancellation policy is 48 hours. This gives us ample time to fill the appointment slot.
- Deposits have been brought in as of 19/07/2021. These are £10 per dog. Appointments rearranged or cancelled outside of our cancellation policy will lose their deposit and another one will have to be paid before another appointment will be given.
- We take great pride in the safe handling and care of your pet during the grooming process. The Pooch Parlour, however is not liable for any pre-existing conditions. We conduct a thorough health-check during the groom and any advice given regarding health problems she be followed up with your Vet.
- It must be understood and agreed that dogs are accepted at the owner's risk. The welfare of your dog is our first priority. In the event of illness or injury a Vet may be sought. All costs in connection with this will be at the owner's expense unless it can be proven that we are liable, in which case a Vet report must be produced for our Insurance company.
- We ask our clients to keep us updated on your dogs health, this information will be kept on our grooming records.
- We offer dog grooming for elderly dogs and we will do everything we can to make your dog as comfortable as possible. This is at the owners risk.

- We must be informed beforehand if your dog can be aggressive in any situation. You will be asked on booking to make sure your dog has a well-fitting muzzle to bring to the appointment. In some cases it may be necessary for the owner to stay or be called back to put the muzzle on the dog. The Pooch Parlour reserves the right to refuse your dog if they are too aggressive. We will always discuss other options if we need to refuse the groom. There will be an extra charge of £10 if your dog is difficult to handle.
- Nail clipping as part of a full groom is a free add on. If your dog is nail aggressive, or the nails are too short, they will not be done.
- Ear plucking is becoming controversial. There are arguments for and against it. The owner must request that the ears are plucked, or they will just be cleaned. Ears showing signs of infection will not be touched.
- We DO NOT express anal glands. The Royal College of Veterinary Surgeons advise that it is not to be performed by a Dog Groomer. More problems can be caused by expressing too regularly.
- Your dogs appointment must be paid for before leaving the salon on collection of dog. We have a card machine. Your dog will be held at The Pooch Parlour until the groom has been paid for.
- We are proud of our high grooming standards, but sometimes we do not always get the style right on your first visit, always let us know next time if there is something you want to change. In the extremely rare event that you are unhappy with the groom we are unable to refund as the grooming service has used utilities and expensive products and equipment. If this is brought to our attention within 48 hours of the appointment, we will offer a free appointment to sort anything out within reason.

By signing below I acknowledge that I have read and understand the above information and agree to The Pooch Parlour's terms and conditions:

Name..... Date.....

Name of Dog(s).....

Signature of Owner.....

Signature of Groomer.....