



## The Grey Dog, Canine Grooming Services – Terms and Conditions

### 1. Coat condition

The Grey Dog Canine Grooming Services will put comfort and humanity over vanity always. If we are presented with a neglected coat and believe, in our professional opinion, it is kinder to remove the coat rather than de-mat then we will do so in accordance with The Animal Welfare Act 2006. Whilst we 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 analysed until the groom has commenced. We will make every effort to contact you however, if this is not possible, we will do what we believe is in the best interest and welfare of the dog. There will also be an extra charge to cover the extra time and expenses incurred by shaving a matted coat. By agreeing to these Terms and Conditions, you are expressly agreeing that The Grey Dog Canine Grooming Services has the right to shave the dog in rare instances and you understand the following:

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, we are required by the Act to clip your dog short humanely or refer you to your vet to do the same. We will only attempt to de-mat 5% of a dog – which equates to about 50p sized mat behind each ear, same size in the armpits and perhaps one or two in the groin or tail area. 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 us to achieve the look you would like for your dog, this may involve more frequent visits to our 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 that 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 our 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 caused by the shortness of the clipper blades that will be used as well as possible haematomas. 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 usual vet.

### 2. Behaviours

Owners hold responsibility for informing The Grey Dog Canine Grooming Services of any known types of behaviour in their pet which includes but is not limited to aggression, nervousness or anxiety. Owners should also inform The Grey Dog Canine Grooming Services if their dog has any sensitive areas they do not like being touched so we can take extra care and cater to their needs to the best of our ability, for example having their nails clipped. If your dog should bite, you as the owner are responsible for any related medical bills, loss of earnings or equipment damage as stated in the Dangerous Dogs Act. We reserve the right to refuse service if we believe your dog may become a danger to itself or the groomer, however we will do our very best to cater to all clients’ personality types.



### **3. Late policy**

The Grey Dog Canine Grooming Services works to a strict time frame to ensure your dog receives ample grooming whilst not putting them at risk of fatigue. If you arrive to your appointment early, you may be asked to wait until your allotted time. If you arrive more than 15 minutes late we may have to refuse your groom and the full fee of the groom will be payable. If you arrive more than 15 minutes late to collect your dog, a late fee will be incurred as £5 per 15 minutes over this time. The Grey Dog will always give an estimated collection time on drop off, ask how long notice you require for collection and call you within the agreed time frame. We run a 1-2-1 salon meaning there is no mixing of dogs from different households. If you are late, you may affect someone else's grooming appointment.

### **4. Cancellations**

We require at least 48 hours notice for a cancellation. Cancellations made within 24-48 hours of the scheduled appointment will incur a 50% charge of the full fee. If 24 hours (or less) notice is given, there is a 100% charge for the missed appointment that must be paid before another appointment can be made.

### **5. Accidents**

There is always the possibility an accident could occur. Although we endeavour to use extreme caution and care, grooming equipment is sharp and dogs movements can be unpredictable. Rare accidents could include but are not limited to cuts, nicks, scratches and quickening of the nails. We make every effort to ensure the dog is comfortable and happy but if your dog is getting stressed it may not be possible to continue the groom. By agreeing to these Terms and Conditions, you as owner accept that accidents can happen and will not hold The Grey Dog Canine Grooming Services liable.

### **6. Pricing**

Any prices provided are an estimate only. Additional charges may be incurred due to overweight/oversized dogs, neglected coats, aggression or anxious dogs that require extra handling, fleas/ticks, or dogs that require longer grooming time allocations for any other reason.

### **7. Pregnant or in season**

Unfortunately, we cannot carry out full grooms on pregnant dogs. This is due to limiting stress on the dog during this time. We can however trim nails if the dog is comfortable with this procedure. You as the owner should inform us if your dog is pregnant before booking an appointment.

We do groom in season dogs but please inform us before the groom so we can ensure precautions are carried out. You as the owner are also responsible for letting us know about any behavioural changes that your dog may show during their season.



## **8. Health and Medical**

Grooming environments can be stressful for some dogs especially senior, young, overweight dogs or those with medical conditions. The grooming process may expose unknown medical conditions or aggravate current ones so in the best interest for your pet, these terms give The Grey Dog Canine Grooming Services permission to seek emergency veterinary treatment in the unlikely event it is required. We will do our best to contact you in the first instance however this may not always be possible. All medical expenses are the responsibility of the owner. By agreeing to these Terms and Conditions you are expressly agreeing that The Grey Dog Canine Grooming Services has the right to stop a groom at any time with payment being made in full on collection of the dog in rare circumstances that the dog is distressed or cannot continue with the groom for medical reasons.

## **9. Fleas and Ticks**

The Grey Dog Canine Grooming Services has the right to refuse a groom if a dog is infested with fleas or ticks. Owners must take the responsibility to inform The Grey Dog Canine Grooming Services in advance of the appointment if their dog does have fleas or ticks, and advice can be given if necessary and a grooming appointment arranged for a time when your pet is free from said infestation. We recommend seeking veterinary advice to access the best treatment for fleas. If fleas are found during the grooming process, a flea shampoo will be used and as we will be required to carry out an additional disinfection of our premises, an additional £30 will be charged to cover our time, products and having to reschedule the rest of the day's appointments. If ticks are found, an additional £5 will be charged to include removal. We will not be held responsible for any infection caused by the tick or removal.

## **10. Hold Harmless Agreement**

By using our services you agree to hold The Grey Dog Canine Grooming Services its owners, employees and directors harmless from any damage, loss, or claim arising from any condition of the 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.

## **11. GDPR**

In order for us to provide the requested services, we are 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 any 3rd parties or organisations and will only be used for the purposes 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 [bookings@thegreydog.co.uk](mailto:bookings@thegreydog.co.uk)