

## Pride and Groom

### Terms and Condition's

All new clients are required to complete and sign a new client questionnaire. You can download this form and bring it with you to your first visit. You will be required to sign a consent form at each treatment.

Upon subsequent visits you will be given the opportunity to advise us of any changes in your pets' health, temperament or change in requirements – please ensure you keep us up to date to ensure we can continue to provide the best possible service for you and your pet.

We keep a detailed record system and occasionally take photographs for our records. From time to time we may use these photographs for advertising but will always inform you and request permission in advance for this.

We ask that you please give us at least 48hours notice if you need to cancel a booking. At this time we do not charge for cancelled appointments but if clients repeatedly cancel at very short notice we may be forced to implement a charge. Your assistance would be much appreciated.

Please arrive on time for your appointment. You will have a consultation with our groomer prior to your pet being groomed to discuss your pets' requirements and for our groomer to check your pets coat for any matts. If you arrive late for your appointment we may not be able to fulfil your slot due to this affecting other appointment slots later on in the day.

We offer a 1 to 1 service for you and your pet. We will organise a collection time when you drop off your pet. We do not encourage owners to stay and watch while your pet is being groomed as this can distract your pet. We will only release a dog back to the person that originally dropped the pet off unless you have stated for someone different on your consent form.

Please ensure your pet has been for a short walk and emptied their bowels before your grooming appointment. If your pet defecates during the groom and requires a subsequent bath then we reserve the right to charge extra for this. Please ensure your pet has not eaten 2 hours prior to the groom. Grooming a pet on a full stomach may make your pet uncomfortable. We run a flea free salon. If your pet has fleas when being groomed we reserve the right to charge you for parasitic control treatment to treat the salon.

We will consider attempting to groom out matts on your pet but if we are unable to groom them after 15minutes then we will shave them out. We do not want to cause your pet unnecessary stress or discomfort and we always groom humanely. The animals' best interests, comfort and welfare is always our top priority here at Pride and Groom. As the owner you have a duty of care to groom your pet in between grooming visits and for animals persistently visiting with matted areas we would encourage you to brush your pet at home or we will not continue to attempt grooming at repeated visits. We do not attempt to dematt puppies, elderly or arthritic pets. An extra charge may be incurred for clipping off matts, we would always aim to advise you of this extra charge and the need for shaving prior to your pet being groomed.

We ask that you always advise us of any behavioural issues with your pet. If your dog has ever shown any form of aggression please inform us. We are happy to work with animals that have shown aggression but in the best interests of our staff we will use a muzzle if required. If more staff are required to assist in holding your pet for grooming then a further charge may be incurred.

Nervous or anxious pets may benefit from shorter, more frequent visits. If we are unable to complete a groom on your pet due to the risk of injury to staff or your pet then we reserve the right to send your pet home, part groomed, and you will be liable to pay part of the grooming cost.

If any pre-existing conditions are uncovered by the grooming process we will not be held responsible and will advise owners to seek advice from their Veterinary Surgeon. Examples of conditions may be hot spots, yeast infections, urine or faecal scalding and parasite infestation.

Our main priority is the welfare of your pet and therefore in the event of illness or injury Pride and Groom will seek veterinary advice from the adjoining Meopham Veterinary Hospital team. All costs incurred are the owners' full responsibility unless it is clearly shown that Pride and Groom are responsible. We recommend you take out adequate pet insurance.

Pride and Groom accept cash and all major credit and debit cards. Full payment is expected on collection of your pet.