



## Leafields Dog Retreat – Grooming Terms and Conditions

**Current Vaccinations/Veterinarian Information/Micro Chip:** Owners will be asked to bring vaccination card to confirm dog is up to date with their vaccinations, including Kennel Cough. All dogs must be micro chipped, we will scan their micro chip on arrival. We reserve the right to cancel or refuse a groom if they present unwell or known to have an infection.

**Health/medical conditions:** Grooming can sometimes be stressful, especially if a senior dog, or with prevailing health conditions. Grooming can also expose a hidden medical problem. Acting in the best interest of your dog, agreeing to our terms and conditions, you accept we may need to obtain immediate veterinary support. We will do our best to contact you first, then take your dog to our authorized Veterinarian, The Uttoxeter Vet Practice. It is agreed all expenses for Veterinary care will be covered by the dogs' owner.

**Accidents:** Accidents are always a possibility. Grooming equipment is sharp, even though we use extreme caution and care in all situations. Cuts, nicks, scratches and quacking of the nails are possible problems that could occur when a dog is wiggling or moving around. We make every effort to ensure your dog is groomed as safely as possible, but if the dog does not accept the process it can be dangerous for us to continue the groom.

**Neglected / Matted coats:** We practice humanity before vanity. Leafields Dog Retreat will endeavor to groom each dog to the owner's specification, as far as the dog will tolerate and in accordance with The Animal Welfare Act 2006 (Clause 5 – Animals are to be protected from pain, injury and suffering). Matted coats require extra attention, and may require the dog to be shaved. By agreeing to our terms and conditions, you accept the risk and all additional costs associated with the procedure. Prevention is the best defense against matting by scheduling regular grooming appointments and regular brushing at home in between appointments.

**Flea/Tick Policy:** We strive to be a flea/tick free salon. Any dog found to have fleas while in our care, you will be charged an additional £10, to cover costs of flea shampoo bath and to disinfect the salon. Dogs with a flea infestation will have appointments rescheduled once the problem is under control. We would recommend you contact your vet immediately. Any ticks found, a charge of £5 will be added to your grooming bill for their removal.

**Aggressive and poorly socialised dogs:** Leafields Dog Retreat will not accept aggressive or poorly socialised dogs. You MUST inform prior to grooming any previous grooming history of biting or aggression towards people, other dogs or specific grooming procedures. Your attention is drawn to the Dangerous Dogs Act, which holds owners liable for bites and injuries. We reserve the right to refuse or stop a groom at any time before or during the grooming process, and charge an Aggressive dog fee in addition to the regular grooming charge. Should your dog bite, the owner agrees to be responsible for any and all medical bills, recovery costs, loss of income and equipment damage.

**Pricing:** Fees are for dogs that are regularly groomed on a regular schedule (ie Min 5-12 weeks depending on breed) & whose coats are well maintained between professional grooms (kept tangle, knot and matt free by regular brushing and combing).



Additional fees will be charged in addition to starting price for: matted, poorly maintained / overgrown coats; dogs whom are difficult to manage or uncooperative; oversized pets for the standard breed; timid, anxious or nervous pets that require special handling and extra time; for fleas baths and tick removal; late collection fee.

Puppy Love service from second vaccination until 6 months.

**Appointments/Time keeping:** Please arrive & collect at the appointment time specified upon booking. Full groom fee will be charged for cancellations with less than 48 hours notice. Late arrival could result in appointment being rescheduled.

Late pick up fees will apply if collection not as booked. Late pick up fee will be charged at £10/half an hour or part of.

**Photographs:** Leafields Dog Retreat use social media sites to keep owners with important information and share what your dog has been doing during their stay. By signing this you confirm you are happy for us to post photographs of your pet on social media. If your preference is different, please advise us in writing.

**Hold Harmless Agreement:** By using our services, you agree to hold Leafields Dog Retreat its owners, employees and directors harmless from any damage, loss or claim arising from any condition of the undersigned 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. It is understood this clause applies to any and all dogs groomed.

**Feedback:** Repeat custom is important to us, if after your groom you are dissatisfied with any aspect of the 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. We are happy to disclose any details of your pet's groom or advise you about how best to care for your pets coat.

**Leafields Dog Retreat Terms and Conditions:** On signing this agreement, I confirm I have read and agree to Leafields Dog Retreat Terms and Condition applicable to Paddock Play.

**I confirm that I have read and agree to the above Terms and Conditions.**

**Dogs Name**.....

**Social Media** YES / NO                      Please delete as appropriate

**Print Name**.....

**Signed**.....

**Date**.....