Bath and Biscuits Grooming Contract April 2021

It is the owners responsibility to ensure their dog is fit and healthy and you must notify us of any issues prior to their appointment. Grooming of sick or elderly dogs is entirely at the owners risk. Grooming may expose underlying skin or health problems that we cannot be held liable for.

Our first concern is the welfare of your dog, so in the event of illness, any exposed health issues, or injury, we may deem it necessary to either call a vet for advice or to attend to administer care, and unless it can be clearly proven that we are liable, all costs in connection with carrying out veterinary instruction or treatment shall be at the owners expense. We recommend you have dog insurance.

You must tell us if your dog is aggressive towards people or other dogs. For safety reasons we may deem it necessary to use a muzzle and this will incur a fee of £10.00 to cover equipment.

We will only accept dogs who are currently up to date with all vaccinations. An unvaccinated dog puts itself and others at risk.

WE DO NOT ACCEPT – UNDER ANY CIRCUMSTANCE – A DOG WHO IS UNDER SEDATION OF ANY FORM

WE WILL NOT ACCEPT A DOG WHO IS KNOWN TO HAVE SICKNESS & DIARRHOEA; WITHOUT PRIOR VETERINARY APPROVAL. A CHARGE OF £15.00 WILL BE INCURRED FOR ANY CLEAR UP WE HAVE TO DO, THIS COVERS SPECIALIST CLEANING EQUIPMENT AND EXTRA TIME TAKEN. WE MAY ALSO ASK THAT YOU PICK YOUR DOG UP IMMEDIATELY, A SITTING FEE MAY ALSO BE CHARGED IF THE DOG ISN’T PICKED UP PROMPTLY.

We do not express anal glands, we believe that a veterinarian should do this.

We do not pluck ears. We will maintain hair growth by clipping only.

We do not groom pregnant or weaning bitches.

We reserve the right to refuse/stop services at any time before or during the grooming process, this could be due (but not limited) to an aggressive or stressed dog or any health concerns or safety issues. Any costs accrued must be paid upon collection.

Dirty dogs, muddy, sandy, etc: will be charged an extra £8.00 on top of their regular grooming price to account for extra washing and time taken.

Dogs who are covered in faeces or urine (whether theirs or another animals) will incur an extra charge of £12.00 to cover the cost of professional heath & hygiene equipment, and extra time taken.

You must inform us if your dog is not neutered or spayed.

Entire males will incur an additional £10.00 fee on top of the regular groom price, this is to cover any clean up that may need to be done and the extra time taken to ensure unwanted attention to other clients.

Unspayed females and females in season will incur an additional £15.00 fee on top of the regular groom price, this is to cover any extra clean up that we may need to do, and the extra time taken to ensure the dogs safety and unwanted attention from other clients.

If during the grooming process we notice the dog has fleas or other parasites, we will clear them at the owners expense. This is charged at £15.00 per dog. This covers the cost of specialist professional shampoos, equipment, decontamination of all areas used and the extra time taken.

If we cannot clear the infestation, we will stop the groom immediately, regardless of what point during the groom this occurs and ask the owner to collect immediately. Any charges accrued must be paid upon collection, including any additional fees.

If you are dissatisfied with your dogs groom please let us know within 48 hours and we will do our best to resolve it for you.

It is very important that once an appointment is booked that you are on time when dropping off or collecting your dog. Any dog arriving late may be refused service as this could affect the next clients appointment time. Being late for collection will also affect the next appointment, resulting in a possible cancellation. Failure to adhere to scheduled timing in either instance will incur a fee to cover inconvenience and loss of earnings. Fees are charged at £10.00 per 30 minutes (or part thereof) for lateness and at full groom price if a cancellation is caused.

We require at least 48 hours notice to cancel or rearrange an appointment, if we are not afforded this notice there will be a 50% fee to cover inconvenience and loss of earnings, this must be paid before another appointment can be made.

If you do not show up for a booked appointment – you will be charged the full groom price to cover loss of earnings and inconvenience to trade. If this occurs more than once, we reserve the right to cancel your contract under breach of terms. Any fees owed must be paid before another appointment can be made.

Clients are requested to use the salon entrance located at the rear of the building, and as we have safe hand over procedures in place we ask that only 1 person enters the area. We also request that you remove your dogs collar/lead/harness and replace with one of ours provided, taking your equipment with you. It is your responsibility to make sure that your dog is secured safely at both drop-off and collection.

WE ASK THAT IF YOU OR ANY MEMBER OF YOUR HOUSEHOLD IS SHOWING ANY SYMPTOMS OF, OR HAS RECENTLY TESTED POSITIVE FOR COVID-19, THAT UNDER NO CIRCUMSTANCES SHOULD YOU EITHER REQUEST OR ATTEND AN APPOINTMENT WITH US UNTIL IT IS ABSOLUTELY SAFE TO DO SO.

Payment is due upon collection of your dog, unless there is already a signed agreement of subscription in place. Quotations for grooming are based on an average dog of the breed or type, but owners must remember that some dogs will require extensive extra work and that this will be charged accordingly and added to the price.

Payment can be made by card or cash at the time of collection. Or over the phone before collection.

BY SIGNING BELOW, I CONFIRM THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE TERMS AND CONDITIONS SET BY BATH AND BISCUITS.

SIGNED (owner)…………………………………………………………………………………....................DATE……………………….…

PRINT (name)…………………………………………………………………………………………………………………………………………….