

WEE RAZCAL'S GROOMING

Client Agreement and Policies

Terms and Conditions

BOOKING PROCEDURE

After initial contact, our groomer will contact you to discuss your pet's requirements and what will occur prior to, during and after the appointment. In order to confirm your 1st appointment you will be asked to pay a small non-refundable deposit to secure your booking and thereafter you will receive a confirmation email detailing the date and time of your appointment and also a follow up reminder email 24hr prior to the appointment.

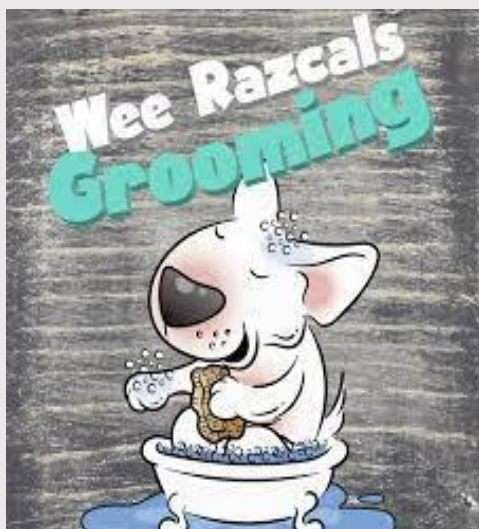
Please be aware of our no show / late cancellation policy. If you fail to turn up for your appointment on time (10 min grace period) or at all, also if you call to cancel within 36 hours of your appointment you will be charged the full groom price. Cancellations so late prevent reallocating that appointment and subsequently loss of earnings.

ATTENDING YOUR APPOINTMENT

On the day of your appointment please arrive 10min early to allow discussion with you and our groomer with regard to your pet's general health and proposed groom. Please ensure your dog has been out to the toilet prior to arriving and please refrain from letting them urinate on our grass and please ensure your dog remains on the lead whilst entering, leaving and until taken into the salon.

CURRENT VACCINATION STATUS AND VETERINARIAN ISSUES

By using our services, owners verify their dogs are up to date with vaccinations for canine parvovirus, canine distemper virus, Leptospirosis and Infectious canine hepatitis. Proof of Vaccination shall be provided to Wee



PAMELA BAIRD

CONTACT

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INSTAGRAM : [weerazcalsgrooming](https://www.instagram.com/weerazcalsgrooming)



FACEBOOK : [wee razcals grooming](https://www.facebook.com/weerazcalsgrooming)

Web:- www.weerazcalsgrooming.co.uk

GROOMING TRAINING AND QUALIFICATIONS

Attended :- Scotgroom

HEALTH / MEDICAL ISSUES & SENIOR DOGS

Grooming procedures can sometimes be stressful, especially for a senior dog or dog with health problems, and can expose hidden medical problems or aggravate a current one during or after the groom. In the best interest of your pet this contract/agreement will give Wee Razcals Grooming permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by us. We will do our best to contact you first, then take your pet to our authorised Vet, or to the nearest Vet that is available. It is agreed that all expenses for any Vet care will be covered by the pet's owner.

FLEAS AND TICKS

Wee Razcals Grooming strives to be a flea/tick-free salon. If your dog has a flea or tick infestation we will ask that you reschedule your grooming appointment once the flea or tick problem is under control. Dogs with a flea or tick infestation carry a risk of anaemia, infections, tapeworms and other health problems. We recommend that you contact your vet for advice on the best treatment for your situation. A topical monthly flea preventative may be the most effective choice. Treating all pets in the family, as well as treating your home will help in keeping fleas and ticks under control for the long term. If fleas are found on your dog we will bathe your dog in a flea shampoo and have to treat the salon, this will incur a £10 charge on your grooming bill.

MATTED COATS

Dogs with severely matted coats need extra attention. Mats in a dogs coat grow tight, and can strangle the dog's skin, or eventually tear it open. Wee Razcals Grooming will not cause serious or undue stress to your dog by de-matting for more than 15 minutes as specified by the Animal Welfare Act 2006 (<https://www.legislation.gov.uk/ukpga/2006/45/section/1.>) Mats can be very difficult to remove, and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap

moisture and urine near the dog's skin allowing mould, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process. Prevention is the best defence against matting by scheduling regular grooming appointments, and maintenance of daily brushing at home is essential. If your dog needs to be shaved to remove matting, by signing below you acknowledge that you agree to this procedure, and any risk and any additional charges that will be commensurate to the additional work required.

ACCIDENTS

There is always the possibility an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations. Possible problems that could occur include cuts, nicks, scratches and quicking of the nails. In most cases this can happen when a dog is wiggling or moving around. We make every effort to ensure your dog is groomed as safely as possible, but if your dog does not accept the process it can be dangerous to continue the groom, and the groom will need to be stopped.

AGGRESSIVE / DANGEROUS DOGS

Owners MUST inform us if your dog bites, has bitten or is aggressive to people, other pets or specifically whilst undergoing grooming procedures in the past. I reserve the right to refuse or stop services to your dog at any time before or during the grooming process and/or charge an Aggressive Dog Fee commensurate to the additional handling required to complete the groom, in addition to the regular grooming charge. If your dog should bite the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage.

HOLD HARMLESS AGREEMENT

By using our services you agree to hold Wee Razcals Grooming it's owners, employees and directors harmless from any damage, loss, or claim arising from any condition caused by your 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 on the premises.

