South Notts Dog Grooming - Terms and conditions

South Notts Dog Grooming (SNDG) will do whatever is appropriate for the well being of all dogs whilst in its care. However, if any dog should require emergency veterinary treatment, and the owner is not available immediately to collect and take their dog to their own vet, SNDG will use one of the local vets. The owner agrees that SNDG is not liable for any vets fees and will pay for all veterinary treatment given.

SNDG is not a vet, and can only offer advice. All health concerns must be addressed by the veterinary surgeon that the dog is registered with.

In conjunction with the rules set out by the Animal Welfare Act 2006 (Clause 5 - Animals are to be protected from pain, injury, suffering...) SNDG will not de-matt a neglected coat. To protect them from pain and trauma, matted dogs will require a shave down/clip down. Owner agrees that SNDG will not be held liable for any after effects of any/all of the grooming procedure, including but not limited to redness, itchiness or self inflicted irritations/abrasions.

Cancellation notice of minimum 24 hrs is required for all appointments. If this is not given, the full grooming fee will be charged. SNDG provides a courtesy reminder call/text prior to the appointment. Failure to receive this call/text does not absolve you of the responsibility to keep your appointment.

Missed appointments will incur the full grooming fee. SNDG works by appointment only, so there is another dog following right after your dog's allocated slot. Please be ON TIME for your appointment. Owners over 20 minutes late will be considered a missed appointment and will need to re-book (missed appointment fee applies).

Pick up will be due at the arranged time. SNDG asks owners to please call if running late. Whilst SNDG does allow reasonable leeway for unforeseen circumstances, dogs left late will be charged a late pick up/sitting fee of £5 per 15 mins. Most dogs require a stay of 1.5-3 hrs depending on size, condition and style required. SNDG will give a pick up time by text or telephone call on nearing completion of the dog's groom.

Owner agrees to pay all cost for the grooming service, fees due for late pick up and missed appointments. SNDG pricing guide is for dogs that are regularly groomed, in good condition and co-operative.

Please make sure any dog is TOILETTED prior to their visit.

Owner consents to the use of their dog's photo taken by SNDG for use on its website, printed material and social media.

Please do not handle or approach other dogs in the salon. Not all dogs are friendly to strangers and may bite without warning. SNDG cannot be held responsible if this policy is disregarded.

Owner's name (printed) : .....

I have read and agree to all the terms and conditions of South Notts Dog Grooming.

Owner's signature : ..... **Date :** ...../...../.....

Dog's name/s : .....

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