

## Terms & Conditions

At Fur Tree Dog Spa we aim to provide the best, stress free care for your dog. Before I start the groom, I ask you the owner, to please read my terms and conditions and by signing, you are agreeing to these.



Your dog's safety, comfort and wellbeing is my top priority.

- I ask you to ensure your dog has been given the chance to relieve itself and had a walk prior to appointments. This will ensure that they are not stressed or agitated and can then receive the maximum enjoyment from the grooming experience.

## Medical

If your dog has any medical issues, be it physical, emotional or pre-existing conditions no matter how insignificant they may seem, please do make me aware of them, so I can take any necessary steps to ensure your dog's comfort and safety. Such conditions may include but not limited to prior surgeries, hip or joint issues, warts, moles, ear infection, skin issues or allergies.

In the event that I discover any conditions or issues, I will notify you when you collect your dog or if in an emergency, you agree to Fur Tree Dog Spa obtaining urgent medical treatment for your dog by our local vet, you are agreeing that you are solely responsible for the cost of any treatment and transport provided for your dog.

## Behaviour

We may reserve the right to refuse any groom or treatment at any time. If I feel I am unable to continue a groom or carry out a groom due to safety concerns, then I will stop immediately contact you the owner and you as the owner are responsible for the groom up to the point of stopping.

## Aggression

Fur Tree Dog Spa requires all history of any signs of behavioural issues / aggression, or biting when booking. This will help prevent any injury to me and/ or your dog. Fur Tree Dog Spa reserve the right to refuse service of any dog we deem to be a danger to ourselves or members of staff. We also reserve the right to use any aids to ensure our safety, these can include muzzles, and / or restraints. This will be used as a last resort and will be discussed with you on collection. Then we can discuss a plan how we can go forward the next time, with as little stress for the dog as possible.

- Additional charges may apply for extra time required, due to the temperament and / or behaviour for a groom or treatment.
- You as the owner, are agreeing to be held solely liable for any harm, injury or damage caused by your dog and any cost there after incurred.

## **Senior dogs**

Some older dogs find the grooming experience stressful, I will try to make them feel safe, comfortable and as stress free as possible giving breaks where I feel necessary. Only grooming work that your dog will tolerate will be carried out.

## **Fleas**

If you happen to notice your dog has fleas before your appointment, I ask you not to bring them in to the salon. This is to ensure the dog does not contaminate the area and / or any other dogs in my care.

If I discover your dog has fleas, I will automatically administer a flea bath. When possible, I will notify you, that there will be an extra charge of £10, on top of normal grooming costs provided. This extra cost covers the insecticidal shampoo, insecticidal salon spray, extra time and cleaning, necessary to ensure that no fleas are alive in the salon or passed to any other dogs. The shampoo will treat the fleas while in my care but will not protect your dog from any fleas that could be present in your home or vehicles.

I recommend seeking veterinary flea medication if they are found.

## **The Animal Welfare Act 2006**

Under The Animal Welfare Act, owners have a legal duty to meet the 'Five Welfare Needs' of their pets, and whilst in our care, Dog Groomers must also share the same responsibility.

1. A suitable environment - we provide a safe, hygienic environment for your dog.
2. A suitable diet - we provide your dog with fresh drinking water.
3. To be able to exhibit normal behaviour patterns - we allow your dog to have regular breaks and groom at a pace suitable for them.
4. To be housed with, or apart from, other animals - we groom on a personal one-to-one basis, unless your dog feels more comfortable being groomed with another family dog.
5. To be protected from pain, suffering, injury and disease - we do not use heated cages and ensure they are handled safely. All equipment is sterilised before use.

Please note, that under the fifth need, if your dog is heavily matted, we can only work on brushing this out for approximately fifteen minutes. Working longer than this on your dog can cause them pain and discomfort. Heavy matting will require the dog to be shaved as matts left in a dog's coat will grow tighter to the skin, causing pain.

## **Matting**

If your dog is heavily matted, I will not dematt the coat if it will cause undue stress and or illness due to the above Animal Welfare Act 2006. Therefore, it will likely mean I need to shave the coat short. This will enable a fresh start with the coat for the next agreed appointment. If there is a small amount of matting which I am able to dematt, I will only do this if your dog is not showing any signs of stress or anxiety. There will be an additional charge of £10 for any matting as this is for wear and tear on my equipment.

If there is matting on the ears:

When there is matting in the ears, they will need to be clipped. When they have been clipped, the blood will flow back to the ear and then if the dog scratches or started to shake their head and ears, then hematomas can occur and due to the skin being thin it can bleed. If there is matting to the ear, after clipping, I will put the ears on top of the dog's head in a happy hood. This is to help slow the flow of blood. Unfortunately, the ears can still bleed when they are let down, and if this occurs you may need to take your dogs to the vet.

Shaving of dogs will dramatically change their appearance and the hair will be very short and close to the skin. This may expose pre-existing skin complaints. If the dog has matts that are so close to the skin and has to be shaved down we cannot be held responsible for accidentally cutting a dog in this condition.

You the Owner will be liable for any vet fees, as this is due to the matting and not to the fault of Fur Tree Dog Spa.

A dog that has been shaved down may act differently afterwards and may be subdued. It may take them a few days to adjust to this. In very cold weather, a coat is beneficial. Setting up regular appointments and a regular home grooming routine will get your dog's coat back in shape in no time.

## **Accidents**

Even through it is very rare, there is a risk when working with moving dogs. Fur Tree Dog Spa will inform owners immediately of any incidents that occurs or any conditions that we may have noticed. Your dog's safety and comfort is my priority. I will write down your vet contact details on your dog's client card before grooming commences and, in an emergency, I will do my utmost to take your dog to your chosen vets where possible.

Please make sure all your emergency contact details are kept up to date.

## **Cancellation Policy**

Please note you must give Fur Tree Dog Spa at least 24 hours' notice if you need to cancel or reschedule your appointment. I understand that issues may pop up, or schedules change but cancellation after 24 hours or no shows will incur a cancellation fee up to the price of the grooming cost. If this is repeated more than once there will be an upfront non-refundable payment due on booking new appointments, this also applies too, no shows and frequent late drop offs.

**Media**

Fur Tree Dog Spa reserves the right to use any photos or videos for advertising purposes including social media platforms. You can opt out for this on the client card if you would rather us not use any photos or videos of your dog used. No personal information would be shared apart from dog's name. Unless you choose to have the name removed.

**Data protection regulations**

Fur Tree Dog Spa will always handle your information in a confidential and reasonable way according to and in line with the General Data Protection Regulations which replaced the Data Protection Act of 1988 and will come into effect in 2018. I will collect personal data when you contact Fur Tree Dog Spa via email, social media, phone and on client cards. This information may include but isn't limited to, names, phone numbers, email address, home address and transaction information. Whilst some of this information may be used as part of the process of providing services to you that you have requested from us we will never use the information for anything outside of providing the products or services that you have requested for us.

By signing these terms and conditions you indicate that you understand in full and agree to our terms of service; that you agree to release and hold Fur Tree Dog Spa and its owner, employees and affiliates from and against any and all liabilities, expenses, damages and cost including legal fees resulting from any services provided or injury (including death) of your pet(s) while in my care or afterwards, unless Fur Tree Dog Spa can be proven to have been negligent.