

Starbarks Dog Grooming Terms & Conditions

- ❖ Although I will take the upmost care of your dog whilst in my charge, accidents can happen. Dogs are liable to sudden movements and Starbarks Dog Grooming (Helen Glading) can not be held responsible (financially or otherwise) should an injury occur. However, in the event of an emergency or accident during the groom, I may seek veterinary care immediately. All costs in connection with this instruction shall be at owner's expense. Grooming of all dogs including elderly or dogs with pre-existing conditions (of which you must inform us) is entirely at owner's risk.
- ❖ Any advice given regarding health matters is purely my own opinion from experience and should not be considered as professional medical advice. I always recommend you consult with your vet.
- ❖ All products used (including all shampoos, sprays, colognes etc) are specifically formulated for dogs and as such Starbarks Dog Grooming (Helen Glading) can not be held responsible should any adverse/allergic reactions occur.
- ❖ In accordance with the Animal Welfare Act 2006, I am prepared to attempt to de-matt coats (for an additional charge) before shaving down if requested by the owner, however, will clip off should your pet show signs of suffering during the process.
- ❖ In the event of your dog suffering from excessive matting and needing to be shaved down, the owner should be aware that irritation may occur from the shaving process. In addition, clipping the coat down may uncover nicks, scars, cuts, hot spots, fungal and bacterial issues and pre-existing irritation. I may also recommend vet care be sought post grooming.
- ❖ As the dog owner you agree that Starbarks Dog Grooming (Helen Glading) shall not be held liable for any cuts/nicks/grazes or any post groom effects caused whilst removing a matted/neglected coat. These effects may include, but are not limited to the following; itchiness, skin redness, ear hematomas or self-inflicted irritations/abrasions from excessive rubbing, licking or scratching .
- ❖ Starbarks Dog Grooming (Helen Glading) reserves the right to refuse to groom any dog considered a risk to safety either to the groomer or to the dog. An appropriate muzzle may be used or services discontinued for the wellbeing of all involved. If services are discontinued as a result of this, the full price of the groom must be paid. No liability will be accepted by Starbarks Dog Grooming in injury caused by difficult or aggressive behaviour by your pet. A list of breeds we do not accept can be found on the services page of our website. A dog of these breeds, or a cross of, (as determined by Starbarks) will be refused but the full cost is still payable.
- ❖ The dog owner agrees to pay any additional costs for grooming their pet, including but not limited to special handling, de-matting, matted coat removal, any applicable fees due to flea infestation, and late pick up/missed appointments. Dogs with fleas will incur an additional fee of £20 to cover fumigation costs (cost price of £15 indorex flea spray & £5 flea bomb).
- ❖ Clients who arrive 15 minutes or more late may not be groomed that day and may be required to re-book.
- ❖ Please ensure you collect your pet at the arranged time, please call immediately if you are running late. Whilst I do allow reasonable leeway, a late sitting fee of £5 per 15 minutes will be added to the cost of the groom. If a dog is not collected by closing time on the day of the groom I will endeavour to look after them in my own home if possible (excluding any entire males and any dog aggressive dogs). After 48 hours your dog will be considered abandoned and I will commence the re-homing process. If the dog is picked up before the 48 hours is up a fee of £50 will be payable.
- ❖ If you are unable to keep your appointment it is the owners responsibility to let us know as soon as possible. If you give less than 48 hours notice a cancellation fee of 50% of the full groom cost must be paid. If you give less than 24 hours notice or if you "no show" on the day then the full amount of the groom must be paid. These fees must be paid within 24 hours of the appointment date/time.
- ❖ Starbarks Dog Grooming (Helen Glading) allows up to two days (48 hours) from the time at which the groom was carried out for any amendment needed. For example, shortening of the body coat, removal of more facial hair etc. If it is outside of the 48 hours then the normal charge will apply.
- ❖ The dog owner gives Starbarks Dog Grooming (Helen Glading) permission to take photographs or short videos of their pets for marketing purposes which may be shared via the internet.

By signing below you acknowledge that you have read, understood and agreed to all the terms & conditions set out above.

Print name _____

Signed _____

Date _____