

TERMS & CONDITIONS

<b>OWNERS NAME:</b>	<b>DOG'S NAME:</b>
<b>ADDRESS:</b>	<b>VETS DETAILS:</b>
<b>MOBILE:</b>	<b>NAME OF VET:</b>
	<b>VACINATION UP TO DATE: Y/N</b>
<b>POSTCODE:</b>	<b>MIRCOCHIPPED Y/N</b> <b>NEUTRED Y/N</b>
<b>Dogs D.O.B:</b>	<b>BREED:</b>
<b>MALE OR FEMALE (Please circle)</b>	<b>COLOUR:</b>

**ANY OTHER USEFUL INFORMATION:**

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I warrant that my dog is currently up to date with vaccinations and kennel cough covered, I also warrant that my dog is healthy to the best of my Knowledge.

If my Pet is hurt or becomes ill, Cain9 Design has permission to call or take my pet to veterinarian of their choice if your pets vet is inaccessible; or administers medication: or gives other advisable attention, with our discretion and judgement, such expenses will be Paid promptly by owner. We will not be held responsible for any sickness or injury caused by the pet to itself during grooming.

Cain9 Design is not responsible for an accidental death/injury of a pet the nature of pre-existing health condition, whether or not you have disclosed this illness, or natural disasters (Fire, storm, flood, etc).

Cain9 Design will not be held responsible for clipper burn and/or minor nicks resulting from grooming of matted, neglected coats or for irritations caused by removing from pets possessing mild to severe skin allergy, nor will we be held responsible for stressful effects grooming may have upon an elderly pet.

We reserve the right to charge additional fees for services we consider over and above the norm covered by our standard rates (see policies).

We also reserve the right to refuse services to customers whose pet may pose a threat to us or to other pets left in our care, whether it be a aggression problem, health problem or parasite problem. The owner will be responsible for any property damage or equipment damage caused by their pet.

We are a salon who runs alongside Day Care so, we would greatly appreciate if you keep your dogs on a short lead at all times. We do ask as well if you can respect and clear up any mess your dog has made as this is someone's land/Home.

**CANCELLATION/LATE DROP OFF & NO SHOW POLICY**

Our policy is that clients who cancel with less than 24 hours notice or do not show up for their appointment will then have to pay a non-refundable fee of £10 before another booking slot can be arranged to groom their pet. Two no shows, with no information given and we have the right to refuse/cancel any further appointments.

If you know you are going to be late for your appointment please contact us ASAP so that we know. It can be through a phone call, text message or even through our business page just informing us of how late you will be. Turning up late past 15 minuets, means you run the risk of losing your appointment booked, and incurring a £10 fee, which will need to be paid before another booking slot is giving to groom your pet.

### **LATE COLLECTION POLICY**

We understand that from time to time, for various reasons beyond your control, you may be a few mins late for pick up. If you know you're going to be late for collection please phone us so that we can adjust our schedule accordingly. For every 30 minutes you are late £5 will be added on top of your Bill.

### **MATTING POLICY**

If your dog comes into our Salon matted or has a bad condition we reserve the right to do what is best for that dog. If you cannot get a comb through your entire dogs body then this could result in a shave down. Clipping the dog shorter will allow the new fresh hair to grow through. We only shave down for the Benefit of the dog, as carrying around all that dirty matted hair pulls on the skin and can cause nasty irritations and is a excellent place for parasites to thrive in warm nested matted hair.

There is an excess charge of £15 for trying to dematt or shave down. We allow 15 minutes for brushing out - if it goes past that time a shave down will be done. Pictured will also be taken as evidence. (This is due to the DEFRA Welfare act)

We only charge this as matted coats is time consuming and it also blunts our blades meaning they need to be sharpened straight away (can be up to £15 to sharpen one blade) it blunts the rest of our equipment and its also very distressing experience for the dog and Groomer. Us as Groomers do not like doing a shave down but sometimes its for the dogs best interested to have it done releases them from dirty matted hair.

Once the dog I matt free we then bath in medicated or Puppy shampoo to help soothe the skin that has been trapped underneath. The dead, unhealthy coat then has chance to grow back and in time get the beautiful, even coat you have always wanted. Please don't hesitate to ask us about correct brushes and methods in between grooms then please ask we are here to help and we are friendly and don't bite! We are here to make you and your dog happy and come out looking adorable and smelling fresh!

### **FLEA POLICY**

Due to having a large amount of dogs in the salon any dogs found with fleas will be automatically treated and the owner charged and extra £15 for the treatment that has to be done. The dog will be finished, bathed twice in flea shampoo to kill and remove any fleas. They are then partly dried again and sprayed with a de flea treatment. At the end of the groom they will be treated with spot on. A flea bomb is also set off in the salon and other dogs in the same room will also be treated. It is in our policy that this happens to reduce the risk of any fleas spreading in our care. Dogs that come regularly with fleas will be turned away. The owner will be notified, pictures taken but will have no choice. This can also be done as a routine flea treatment.

Also note that although we will take the upmost care of your dog whilst in our charge, accidents can happen. Dogs are liable to sudden movements and we cannot be held responsible should this happen.

I agree that I have read and understand the terms and conditions set out by Cain9 Design.  
I also agree that pictures can be taken of my dogs whether it is for social media use or evidence.  
I agree that I can receive texts/emails from Cain9 design in regards to the new GDPR rules.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

### **Our Promise To You**

We will be understanding, Patient & Kind at all times.  
We will work with your dog no matter how long it takes.  
We will build up trust between Pet & Groomer.  
We will be honest with you about your pet's experience.  
We believe that humanity comes before vanity!  
But above all, we will love & treat your pet as if they were our own.