

# Agreement

(TERMS & CONDITIONS)



Please read and keep for reference. Refer to our website or contact us for more details.

## Pets Health & Welfare

Whilst your pet is in our care its health and welfare is our primary concern. Once your dog has been thoroughly assessed then for its welfare additional treatment(s) may be needed. We will also tell you if your dog is deemed too unwell for us to groom.

We will only ever groom your pet according to its tolerance of the process. In the unlikely event that your pet is overly fearful of any of the procedures employed during grooming, a workaround or alternative will be used. We will always work positively with nervous dogs and help them relax.

Occasionally during grooming a pre-existing condition may be discovered which you may not have been aware of. We will tell you about this so that you can seek veterinary advice if necessary.

## Vaccinations

By signing the record card owners verify that their pets are currently fully vaccinated. Please note that we may ask you to provide proof of vaccinations and we will take special circumstances into consideration. This helps us keep all our furry kids safe.

## Parasites Fleas and Ticks

Please note that parasites are a health hazard to your pet as well as humans, and if you know your pet has them then please do not bring them; we have a duty of care to all clients and don't wish to pass on anything to other dogs, including our own. If fleas or ticks are found during the grooming process, your grooming charge may increase or have to stop.

## Aggressive and Poorly Socialised Dogs

Your attention is drawn to the *Dangerous Dogs Act*, which holds owners liable for bites and injuries caused by their dogs; while we have lots of experience you must inform us prior to grooming if your dog has ever bitten or displayed aggression so we can find the best way to work with them.

We reserve the right to refuse to groom any pet at risk of harming the groomer or itself. If your dog is accepted for grooming and displays aggression that we have not been informed of, then the groom will be stopped immediately.

## Incomplete groom

If we are unable to complete a groom, for any reason, fees will still be applicable.

## **Matted Coats**

Please note our insurance doesn't cover use for anything deemed 'not our fault' which includes sorting matted coats. If you want us to tackle a matted coat please refer to the shave down waiver in the next section. *JLA-K9 Grooming* will not cause any undue stress to a dog by attempting to de-matt a coat for more than 15 minutes, as specified by the *Animal Welfare Act 2006*. Mats can be very difficult to remove and may require a dog to be shaved.

When necessary, removing a heavily matted coat includes the risk of nicks, cuts and/or abrasions due to warts, moles, skin irritations or tears.

## **Shave Down Waiver**

Please note that if this treatment is necessary then we will only undertake this once. Post groom there may be the following problems, but not limited to:

- Loss of hair growth
- Post clipping alopecia
- 'Coat funk' the coat not growing back in the same texture and/or color prior to shaving.
- Bald patches
- Hyper pigmentation of the skin. Darkening of the skin where the coat has not grown back.
- Sunburn.
- Loss of guard coat – top layer of coat.
- Coat regrowth in different direction.

*Knowing all of the above, and if this treatment is necessary, I authorize **JLS-K9 Grooming** to shave down my pet. I hold **JLA-K9 Grooming** blameless if any and all the above conditions occur on my pet. I agree to use sun protector sunscreen twice a day for 3 weeks after the shave down to reduce the chance of sunburn or provide coat for cold weather.*

## **Accidents**

Grooming equipment is sharp and whilst extreme caution and care is used there is always the possibility that an accident may occur. Possible injuries can include but are not limited to cuts, nicks, scratches and quickening of the nails. Rest assured all of this is extremely unlikely - we are fully insured and have never had any kind of issue.

We are totally up front and honest, and every effort is made to ensure the dog(s) is/are groomed as safely as possible - but if accidents occur we will tell you.

## **Duty of Care**

Under the *Animal Welfare Act 2006* we are required to keep detailed records that may include names addresses, phone numbers as well as keeping hair samples. We sometimes take photographs, and we may use photographs for our own purposes and advertising of all dog's that come into our care.

## **Cancellations**

Please just drop us a call or text as soon as you can, as our time is precious to us so just let us know.