

The Dog Spa – Grooming Contract (Customer Contract)



Appointment Date/Time:		Agreed Collection Time:			
Owners Name: Mr/ Mrs/ Miss/Ms/ Other:		Dog's Name:			
Address (Inc. postcode)		Dog's Breed:			
		Dog's Colour:			
		Dog's Age:			
		Male/Female			
Mobile:		Neutered: Yes / No			
Home:		In season: Yes / No			
Email:		Date last in Season:			
Microchipped: Yes / No		Microchipped / Injections in last 24 hours? Yes / No			
Vaccinations Covered to:		Flea & Worm Treatment up to date? Yes / No			
Medical History / Current Medical Conditions					
Heart Sight Ears Epilepsy Anal Glands Hip. Dysp. Arthritis Eczema Sensitive Skin Diabetes Allergies Other (please state)					
Health Notes and any Medication: (Inc. Prescription Shampoo)					
Comments:					
Basic Health Check: Signs of any discharge / Odour / Stains / Sores / Cuts / Abrasions / Fleas / Worms / Plaque:					
Eyes	Ears	Genital Areas	Mouth Teeth	Body	Legs Paws Pads Skin Conditions
Comments:					
Coat Check: Evidence of Matting / Skin Conditions					
Ears	Head	Muzzle	Genital Areas	Tail	Armpits Legs Body Nail
Comments / Observations – including details of work to be carried out					
Evidence of skin conditions: Yes / No Comments:					
Health or other concerns explained to customer? Yes / No					
Groomers Comments:					
Styling & Grooming Requirements					
Head	Ears	Body	Legs	Tail	Comments
Behaviour / Temperament					
Groomers Comments:					
Deposit paid: Yes / No £	Basic Groom Cost: £	Additional Costs: £	Total Cost: £		
Customer Advised of additional costs? Yes / No			Reason(s):		
Deposit to be carried over to next appointment Yes / No			Date of Next Appointment:		
Customer Sign Dog In:			Customer Sign Dog Out:		
Groomer Sign In:			Groomer Sign Out:		
Customer happy with groom carried out Yes / No			Date:		
Grooming Feedback:					

Declaration: By signing this form above I confirm that as the owner (or with the full permission of the owner) I hereby give permission to The Dog Spa to proceed with the above agreed grooming requirements. If any additional grooming is necessary due to unforeseen circumstances, or the pet in my authority, requires any immediate vet treatment. I hereby authorise **Burns Pet Nutrition Ltd** to proceed as necessary and I (and the owner if I am acting on their behalf) will be liable for any resulting additional costs such as any extra dematting / behaviour / flea charges and any vet charges. I have read and agree to the terms and conditions outlined on the reverse of this form and I can confirm that I have raised any concerns that I (or the owner) may have regarding the pet in my authority with a member of The Dog Spa grooming team.
 Privacy: for information about how Burns Pet Nutrition uses your personal data please read our privacy notice which is available on our website www.burnspet.co.uk. You can request a hard copy of our privacy notice(s) from The Dog Spa grooming team.



TERMS AND CONDITIONS ('TERMS') RELATING TO THE DOG SPA

INFORMATION ABOUT US & HOW TO CONTACT US

1. **WHO WE ARE:** We are Burns Pet Nutrition Ltd a company registered in England and Wales. Our company registration number is 04181441 and our registered office is at 99 Ferry Road, Kidwelly, Dyfed, SA17 5EJ. Our registered VAT number is 558134434.
2. **HOW TO CONTACT US:** You can contact us by telephoning our grooming team on 01554 894653 or by writing to us at Thedogspa@burnspet.co.uk and Burns Pet Nutrition, 99 Ferry Road, Kidwelly, SA17 5EJ.
3. **HOW WE MAY CONTACT YOU:** If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us at the time you made the grooming appointment or as subsequently provided.

GENERAL

4. **DEPOSITS:** Customers are required to pay a £5.00 deposit for each appointment made to secure their booking. This deposit is non-refundable in the following situations: (i) if an appointment is cancelled with less than 48 hours' notice; and (ii) where an appointment is missed for any reason. Unless the deposit becomes non-refundable for the reasons set out above, the deposit you have paid will be deducted from the overall cost of your pet grooming session. Provided your deposit has not become non-refundable you may ask us to carry over your deposit to your next booking instead of deducting it from the overall cost of your pet grooming session.
5. **LATE ARRIVAL:** We cannot guarantee that appointments will remain available if you / your pet arrives more than 15 minutes late for an appointment. We may treat late arrival as a missed appointment, in which case the deposit you have paid will become non-refundable.
6. **LATE COLLECTION:** Any pets not collected at the agreed collection time will incur an additional housing charge. For every 30 minutes that a pet is kept in holding after the agreed collection time we will charge £5.00 per 30 minutes.
7. **TICKS:** If your pet is found to have a tick / ticks, we will charge a fee of £3.00 per tick, in addition to the cost of the groom, to remove the tick.
8. **MUZZLE:** Any dogs that are aggressive towards a member of our grooming team or another pet may need to be muzzled. An aggression fee of £10.00 will be charged in addition to the cost of the groom for any dog that needs to be muzzled. It is the owner's responsibility to inform our grooming team if they do not wish for their pet to be muzzled. Refusal may result in the groom not taking place.
9. **CHARGES:** The price of the groom will be the price stated at the time the grooming appointment was made plus any additional charges that may become payable for the reasons set out in these Terms. You must pay for the groom in full upon collection of your pet. All charges are inclusive of VAT.

YOUR PET'S HEALTH, WELFARE & COMFORT

10. **TOILETING:** We ask that you give your pet the opportunity to be relieved before they enter the grooming salon.
11. **FOOD:** Please do not feed your pet within 30 minutes prior to their appointment.
12. **VACCINATIONS:** All customers are responsible for keeping their pet up to date with vaccinations.
13. **PUPPY GROOM:** For the health of your puppy, you should wait 2 weeks after your puppy's second vaccination and your puppy should be a minimum of 13 weeks of age before booking a puppy groom.
14. **MICROCHIPPING:** We will not groom any pet that has been microchipped within 24 hours before a grooming appointment.
15. **PREGNANT / IN-SEASON PETS:** Pets which are pregnant or in season will not be accepted for a groom.
16. **HEALTH (PRIOR TO APPOINTMENT):** You must inform the groomer of any medical conditions affecting your pet. We may ask you to provide a letter from your pet's vet confirming that they are fit to be groomed before the groom is carried out.
17. **HEALTH (ON ARRIVAL FOR APPOINTMENT):** If your pet appears unwell at the time of the appointment, they will not be accepted for grooming due to the risk of cross infection to other pets. In this case you will be asked to re-book the grooming appointment once your pet has received vet attention and has fully recovered.
18. **MATTED PETS:** Subject to paragraphs 21 and 22 below, we will not groom any pet that has a matted coat.
19. **EMERGENCY VET TREATMENT:** Should your pet require emergency vet treatment whilst it is at our premises and should you not be present at the time, you confirm that we are authorised to seek such vet treatment in your absence and that you will be responsible for paying the costs of such vet treatment.
20. **INSURANCE:** We strongly advise you to consider insuring your pet.



YOUR GROOMING REQUIREMENTS AND DE-MATting CHARGES

21. **GROOMING REQUIREMENTS:** We will use reasonable endeavours to groom your pet to your requirements. However, if your pet's coat is matted you acknowledge and agree that it may not be possible for our grooming team to achieve the style that you desire. In some cases, it may be necessary for our grooming team to clip out (shave) your pet's coat. If this is likely to be the case, we will discuss this with you during the consultation and you will be asked to sign our Clipping Policy document.
22. **ADDITIONAL DE-MATting COSTS:** Where your pet's coat is matted, additional charges to the cost of the groom will be incurred. The additional charges will depend on the severity of the matted coat:
- Targeted de-matting** (such as under the legs and behind the ears): where we carry out targeted de-matting, an additional charge of £5.00 to the cost of the groom will be incurred.
 - General de-matting** over the whole body (only available where the process is likely to take less than 15 minutes): where we carry out general de-matting, an additional charge of £10.00 to the cost of the groom will be incurred.
 - Clipping out (shave) of the coat:** where we need to clip out your pet's coat, an additional charge of £10.00 to the cost of the groom will be incurred.

LIMITATION OF OUR LIABILITY (IMPORTANT PLEASE READ)

23. **LIMITATION OF OUR LIABILITY REGARDING YOUR PET:**
- Whilst we will take every care of your pet whilst it is being groomed, any pet left on our premises is left entirely at the owner's risk.
 - Whilst we take every reasonable precaution to prevent it, we will not accept any responsibility for any loss, injury, death or illness suffered by your pet whilst in our care, except to the extent that we are unable to limit or exclude our liability by law.
24. **PERSONAL ITEMS:** Burns Pet Nutrition Ltd will not be held responsible for any loss of personal items during a grooming appointment.
25. **WHAT WE DO NOT EXCLUDE / LIMIT LIABILITY FOR:** Nothing within these Terms excludes or limits in any way our liability to you where it would be unlawful to do so.

DOGS WE DO NOT GROOM

26. **BREED OF DOGS:** We will not groom any dog that is, or is crossed with, a:
- Pit Bull Terrier.
 - Japanese Tosa
 - Dogo Argentino
 - Fila Brasileiro
 - Perro De Presa Canario
 - Dogo Canario
 - Czechoslovakian Wolfdog
 - Saarloos Wolfhound/Wolfdog
 - a wolf hybrid.
27. **DANGEROUS DOGS:** We will not groom any dog that must be registered under the Dangerous Dogs Act 1991 and/or the Dangerous Dogs (Amendment) Act 1997 (as such Acts may be amended from time to time).



YOUR RIGHT TO CANCEL AN APPOINTMENT / REFUSE TO GROOM

28. **REFUSE TO GROOM:** Our grooming team have the right to refuse to groom a pet without reason.
29. **STOPPING A GROOM ONCE IT HAS STARTED:** Our grooming team have the right to cease a groom if it would affect the pet's welfare to continue the groom and / or if there is a risk of injury to the grooming team in continuing the groom.
30. **REFUND OF DEPOSIT & OUR CHARGES:**
 - a. Should we refuse to groom your pet for reasons unconnected to your pet's behaviour, any deposit you may have paid for the appointment will be refunded.
 - b. Should we refuse to groom your pet for reasons connected to your pet's behaviour, we reserve the right to treat the appointment as a missed appointment, in which case the deposit you have paid will become non-refundable.
 - c. If we have started the groom but have to cease the groom for any reason before it is completed, we reserve the right to charge a reasonable fee for work carried out up until the point of ceasing to groom.

YOUR RIGHT TO CANCEL

31. **CANCELLING AN APPOINTMENT.** You can cancel a grooming appointment for any reason by phoning 01554 891653. If you cancel a grooming appointment with more than 48 hours' notice, then we will refund you the £5.00 deposit that you paid when booking the appointment. Unless otherwise agreed, where we refund a deposit, we will refund the deposit by the method you used for payment and we will refund the deposit as soon as possible and in any event within 14 days after the day on which you told us that you wanted to cancel the appointment.
32. **EXERCISING YOUR RIGHT TO CHANGE YOUR MIND (CONSUMER CONTRACTS REGULATIONS 2013).** In some circumstances, where the contract is made over the telephone you have a legal right to change your mind within 14 days after the day of our accepting payment of your deposit and receive a refund. You do not have a right to change your mind in respect of services, once these have been completed, even if the cancellation period is still running. If you cancel after we have started the services, you must pay us for the services provided up until the time you tell us that you have changed your mind.

OTHER IMPORTANT TERMS

33. **IF YOU ARE UNHAPPY.** If you are unhappy with any part of the service that you have received from us, please let us know by speaking to the Salon Manger and / or Grooming Development Manager in the first instance.
34. **IF A COURT FINDS PART OF THESE TERMS ILLEGAL, THE REST WILL CONTINUE IN FORCE.** Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
35. **WHICH LAWS APPLY TO THESE TERMS AND WHERE YOU MAY BRING LEGAL PROCEEDINGS.** These Terms are governed by English and Welsh law and you can bring legal proceedings in respect of the services in the English or Welsh courts. If you live in Scotland you can bring legal proceedings in respect of the services in either the Scottish, English or Welsh courts. If you live in Northern Ireland you can bring legal proceedings in respect of the services in either the Northern Irish, English or Welsh courts.
36. **MAKING FUTURE CHANGES.** Please note that we reserve the right to amend our standard terms and conditions at any time.