**Terms and Conditions**

 **Customer Declaration:** Dogs will only be accepted for grooming after the Owner (or other responsible person) has filled in and signed a Customer Declaration Form. The signing of the declaration is an agreement to these terms and conditions. All dogs must be up to date with vaccinations; those that are not vaccinated may be at risk of contracting potential viruses/diseases and although every effort is taken to maintain good hygiene Oakley Grooming will not accept responsibility if this occurs.

**Matted Dogs:** In the event of any dog needing a shave down/clip down, the owner should be aware that irritation may occur from the shaving process, as well as uncovering nicks, cuts or other potential problems.

The owner agrees that Oakley Grooming and/or its staff will not be held liable for any after-grooming effects of matt clipping procedures or problems "uncovered" by clipping off a badly matted, neglected coat. This could include, but is not limited to the following: itchiness, skin redness, irritations or abrasions however caused, post groom furunculosis, pyoderma - superficial or deep and/or pyotraumatic dermatitis.

No dog will be subjected to stress or discomfort and all dogs will be groomed in accordance with The Animal Welfare Act 2006. A shave-down will always incur extra fees, the only exception being a dog brought in by a recognised Rescue Centre Staff member. We photograph and/or video every case of neglect brought into the salon for grooming and we also save a sample of fur. We reserve the right to use these items as we deem appropriate.

**Dangerous Dogs:** The owner (or other responsible person) agrees to inform Oakley Grooming prior to grooming if the dog has bitten or has aggressive tendencies.

Oakley Grooming reserves the right to muzzle your dog or ask you to muzzle your own dog or to refuse to groom it if it represents a danger to our staff or other dogs in the salon. Unless this has been discussed and agreed beforehand we reserve the right to turn your dog away without grooming it - however the full starting price for your groom will still be charged because at that point we cannot fill your appointment.

**Normal Condition:** It is assumed that you will bring your dog into the salon in Normal Condition. That is; that you groom your dog at home (right down to the skin) regularly between appointments, and that it you will present your dog at the salon in an unmatted and dry state. Any condition other than "Normal" will most probably take us longer to deal with and will therefore incur additional charges.

**Cancelling your appointment:** I respectfully request 24 hour notice if you need to cancel your pet’s appointment. Late cancellations and no-shows may incur a 50% charge of the usual grooming price. A non-refundable deposit may then be required to secure a new appointment slot. Cancellation costs are at the discretion of the groomer.

**Toileting:** Please ensure your dog has had an adequate chance to relieve itself before you come to the salon. We do not have the time or the facilities to do this for you. If your dog defecates or urinates during the grooming process and requires a second bath you will be charged appropriately. Please bag up your dog's mess and put it in the bin if your dog has an accident outside the salon.

Teeth cleaning and anal gland expression are deemed to be "veterinary procedures" by some vets and under the Veterinary Surgeons Act. However, I have had training in expressing anal glands and I am willing to perform this service if it is required.

**Payment:** Oakley Grooming currently only accepts cash on collection of your pet. All fees must be settled at the end of treatment.

**Daycare:** Although we would love to be able to, we do not have the space to provide a doggy-daycare service. If you cannot collect your dog at the agreed time we will charge £2.50 per hour or part thereof for babysitting it for you.

**Photographs:** Your pet may be photographed before, during or after its groom. Photographs may be used on the Oakley Grooming website and/or Facebook page. Please inform us if you wish your pet not to be photographed.

**Finally:** If you are unsure which tools and / or products to use to groom your dogs with between appointments please ask, we're happy to help and advise you.