



## COLEEN'S DOG GROOMING TERMS & CONDITIONS

These are the terms for which a dog can be accepted to Coleen's Pet Salon for grooming:

1. Under the Animal Health & Welfare Act a dog must be protected from pain, suffering, injury and disease. Coleen's Pet Salon do not offer a demitting service. As a pet dog owner, it is your responsibility to keep your dog's coat in good condition in between grooming. If your dog's coat is matted, we will have to clip it off and start again. I, the owner, grant permission for matted hair to be shaved off to prevent pain. We are happy to work with clients to have their dogs on a regular grooming schedule
2. A dog's safety and the safety of our team are of the highest importance at Coleen's Pet Salon. We reserve the right to refuse service to a dog if we deem their behaviour to pose a risk to themselves or our team.
3. The dog is vaccinated and up to date. An unvaccinated dog puts itself and others at risk.
4. Payment will be made on collection of your dog.
5. The groomer will text you when your dog is ready for collection. If you require your dog by a certain time this must be discussed at time of booking and may result in a longer wait for an appointment.
6. As the customer I agree to my dog's photograph being taken and it being used on the Coleen's Pet Salon website/social media and for any marketing purposes.
7. Dog must be dropped off and collected between grooming opening hours of 9.30 to 5pm, unless otherwise agreed at time of booking and our Daycare fee maybe required for outside these hours.
8. Please note that rude and/or aggressive behaviour towards any of our staff will not be tolerated and will result in immediate cancellation of any appointment you have. Further appointments will not be permitted.

## MATTED HAIR POLICY

1. Matted coats can cause a variety of skin & health problems. Matted fur does not allow for air circulation

to the skin, causing hot spots, bacterial and fungal infections. Fleas, ticks, maggots and other parasites may be lurking in the coat causing further skin infections. Matted fur also pulls and binds, causing pain to your pet when they move or lay on mats. The skin underneath is usually raw and inflamed. Matted coats will not dry properly and can lead to rotting fur and skin.

2. Due to matting, your dog's hair may need to be shaved extremely short to the skin and may show signs of skin irritations and sores due to matting, wet undercoat and dirty coat. In order to take care of a dog that has not been groomed often enough, and is matted, the required grooming sessions may be long, stressful, or painful (please note, more than 1 grooming session may be required if your dog is severely matted).
3. It is the goal of Coleen's Pet Salon to make your pet's grooming experience as stress free as possible. Due to the condition of your dog, the groomer has determined that the only humane thing to do is to shave the dog's coat down. This is a short clip, removing all the matting. Where feasible, we work to de-mat/brush out the dog's coat, but only when it would not cause excessive pain and suffering to attempt to do so.
4. There is a strong chance that your pet's skin will become irritated during the clipping process. We will use a medicated shampoo to help sooth any irritation that may occur. The matted hair rests tightly against the skin - the only way of removing mats is to use a short blade to clip between the skin and mats. Your dog may be nicked and cut because the groomer has to work so closely to the skin to remove the matted coat.
5. Our groomer will be happy to show you how to care for your pet's coat so that matting does not recur and discuss a grooming schedule.
6. Cancellations, Missed Appointments and No Shows
7. Whilst we understand that sometimes appointments have to be cancelled due to an emergency, we ask that you give us at least 24 hours notice where possible, prior to appointment cancellation, as we have a waiting list of clients that can be filled with another dog in need of a groom.
8. For last minute cancelations or no shows a 50% cancelation fee will payable before another appointment is given.