



Catz Bark & Brush

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Grooming Services Agreement

1. Grooming Appointment and Deposit

- 1.1. You will be required to pay a deposit of 50% of the quoted price in order to secure your grooming appointment when booking. This deposit will be forfeit if you fail to show up or cancel at less than 48 hours' notice. The deposit may be carried over to future bookings. This serves to secure against missed or cancelled appointments.
- 1.2. Should you arrive more than 15 minutes late for your appointment, we cannot guarantee the availability of the appointment slot.

2. Collection Time and Additional Charges

- 2.1. Pets not collected at the agreed-upon collection time will incur an extra charge.

3. Preparation for Grooming

- 3.1. Ensure your pet has relieved itself before entering our grooming salon.
- 3.2. Please refrain from feeding your pet within 30 minutes prior to their appointment.
- 3.3. Maintain up-to-date vaccinations for your pet. We recommend waiting at least 2 weeks after a second vaccination before scheduling a puppy grooming session.

4. Health and Medical Information

- 4.1. You must inform the groomer about any medical conditions or medications your pet is currently taking. A veterinarian's letter indicating your pet's fitness for grooming may be required. We do not groom dogs microchipped within the past 48 hours.
- 4.2. You must provide contact details for your veterinarian. Dogs that are not registered with a veterinarian will not be accepted for grooming.
- 4.3. We do not accept pregnant or in-season pets for grooming.

5. Grooming Refusal and Cancellation

- 5.1. We retain the right to decline grooming services for any pet without providing a specific reason. This includes instances where the pet seems unwell during the appointment.
- 5.2. We reserve the right to cancel a grooming session if it poses a risk to the pet's welfare, our safety, or if the pet is subject to regulations under the Dangerous Dogs Act 1991 or any subsequent amendments.
- 5.3. Your deposit will be retained if you cancel your appointment and fail to give at least 48 hours' notice prior to the appointment time.

6. Matted Coats and Grooming Policy

- 6.1. We strive to groom pets as per your preferences. However, severely matted coats may necessitate clipping. Additional charges may apply based on the severity of matting and time required for de-matting.
- 6.2. For heavily matted pets requiring extra attention and time, an additional charge applies. In these cases, there is an increased risk of injury to your dog. The groomer will discuss the necessity and associated costs during your consultation. You will be required to sign an additional contract to cover these aspects.
- 6.3. In the unlikely event of an injury to your dog, we will cover the cost of treatment by your veterinarian through our insurance policy.

7. Double-Coated Breeds

- 7.1. Full clipping of double-coated dogs will only occur with written veterinary direction. We may perform limited clipping for the dog's comfort.

8. Special Care Cases

- 8.1. We do not accept pregnant or in-season pets for grooming.
- 8.2. Senior dogs may require a longer groom time due to arthritis or other issues.
- 8.3. Pets with fleas will undergo treatment at an additional fee. This will include a charge for treating our salon and equipment.
- 8.4. Tick removal incurs an additional charge.

9. Aggressive Behaviour and Liability

- 9.1. Aggressive pets may require muzzling for our safety.
- 9.2. It is advised to insure your pet. While we take precautions, we are not responsible for any loss, injury, death, or illness during the grooming process not caused by us.
- 9.3. We do not assume liability for loss or damage to personal items.

10. Complaints

- 10.1. We make every effort to provide a satisfactory service. However, if you have any complaints, these must be communicated to us within 24 hours of the groom.

11. Amendments

- 11.1. We reserve the right to modify these terms without notice.

By scheduling a grooming appointment with Catz Bark & Brush, you acknowledge and accept the terms outlined in this Agreement.

Client's Name: _____

Dog's Name: _____

Signature: _____ Date: _____

For Catz Bark & Brush:

Signature: _____ Date: _____