



# Catz Bark & Brush

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## Grooming Services Agreement

### 1. Grooming Appointments

- 1.1. Please arrive for your appointment at the allotted time. If you arrive more than 15 minutes late for your appointment, your groom will be cancelled and a late fee will be payable (see §2.1 (a) below). A late fee will likewise be charged if you are more than 15 minutes late to collect your dog.
- 1.2. If you are unable to attend an appointment, I require **48 hours' notice**. Otherwise, **a fee is payable for missed appointments**, which will only be waived at my discretion under exceptional circumstances.
- 1.3. Your dog must not have been fed within 30 minutes of the appointment.
- 1.4. Your dog should have had the opportunity to relieve itself prior to the appointment.
- 1.5. Your dog must meet the health criteria set out in §3 below. If it does not, a fee may be charged.
- 1.6. You (or your representative) will be required to sign a contract before the groom commences. This will clearly detail the services I will carry out and the price to be paid. The person signing the contract must be 18 or older and must have your permission to do so on your behalf. Please ensure they are aware of your requirements for the groom as I will be proceeding based on the information they give me.
- 1.7. I reserve the right to refuse to groom a dog without providing a specific reason. This includes instances where the pet seems unwell during the appointment, or if the groom would pose a risk to the pet's welfare or my safety, or if the pet is subject to regulations under the Dangerous Dogs Act 1991 or any subsequent amendments.

### 2. Additional Charges

- 2.1. The following will incur additional charges:
  - )Late arrival and/or pickup.
  - )Missed appointments.
  - )Dog unfit for grooming.

- ) Flea infestation.
  - ) Tick removal.
  - ) Matting. My matting policy can be found on the website:  
[https://www.catzbarkandbrush.co.uk/matting\\_policy.html](https://www.catzbarkandbrush.co.uk/matting_policy.html).
  - ) Extra time required beyond what was initially agreed. Please note that senior dogs may require a longer groom time due to arthritis or other issues.
- 2.2. Fee amounts are detailed on the website, under the prices page:  
<https://www.catzbarkandbrush.co.uk/prices.html#fees>.

### 3. Health and Veterinary Information

- 3.1. It is your responsibility to let me know about any medical conditions your dog has or any medications they are currently taking. A veterinarian's letter indicating your pet's fitness for grooming may be required.
- 3.2. You must provide contact details for your registered veterinarian. Dogs which are not registered with a veterinarian may not be accepted for grooming.
- 3.3. Your dog should have up-to-date vaccinations.
- 3.4. Your dog must be microchipped by law, and I reserve the right to check the chip number. I do not groom dogs microchipped within the past 48 hours.
- 3.5. I do not accept pregnant or in-season dogs for grooming.
- 3.6. Dogs with ear infections will not be accepted for grooming and a fee may be charged.
- 3.7. Although I try to avoid the use of muzzles if possible, aggressive dogs may require it for the safety of all involved.

### 4. Deposits

- 4.1. I do not normally require a deposit to be paid. However, if you have failed to show up for appointments or cancelled at short notice without a good reason on three occasions, I will require a 50% deposit on booking.
- 4.2. **Your deposit will be forfeit** if you cancel your appointment and fail to give at least 48 hours' notice prior to the appointment time, or if you fail to show up for the groom without good reason.
- 4.3. I reserve the right to refuse to book further appointments if you have forfeited a deposit.

### 5. Liability

- 5.1. It is advised to insure your pet. While I make every effort to ensure your dog is healthy and happy during the grooming process, I am not responsible for any loss, injury, death, or illness not caused by me.

- 5.2. I do not assume liability for loss or damage to personal items.
- 5.3. In the unlikely event of an injury to your dog, I will cover the cost of treatment by your veterinarian through my insurance policy.

## **6. Privacy Policy**

- 6.1. I will only store the information about you and your dog that I require to provide a professional service to you.
- 6.2. Your personal data will be held in a secure database. I will make every effort to ensure its safety. However, no electronic transmission over the internet or information storage technology can be guaranteed to be 100% secure, so I cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information.
- 6.3. I will never make your data available to a third party unless required to do so by law.
- 6.4. Your rights are protected by the relevant UK Data protection legislation. As such, you may request a copy of the information I hold about you at any time.

## **7. Complaints**

- 7.1. I make every effort to provide an excellent service. However, if you have any complaints, these must be communicated to me **within 72 hours of the groom.**

## **8. Amendments**

- 8.1. I 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: \_\_\_\_\_