

# Little Paws

— P A R L O U R —

## Terms & Conditions

*General conditions under which dogs are accepted for grooming*

### **Dog health & welfare**

- ❖ The dog is fit and healthy. Grooming of sick or elderly dogs is entirely at the owner's risk. Grooming may expose underlying skin or health problems that we cannot be held liable. Owner's must inform us of ALL pre-existing medical conditions. The dog is vaccinated and up to date. An unvaccinated dog puts itself and others at risk.
- ❖ It must be clearly understood and agreed that whilst every care and attention is given to your dog(s) they are accepted at the owner's risk. Little Paws Parlour shall not be held liable for any pre-existing conditions and problems found. Our first concern is for the welfare of your dog, so in the event of injury or illness, a vet may be called in and unless it can be clearly shown that we are liable, all costs in connection with and in the carrying out of the Vet's instruction shall be at the owner's expense. We highly recommend owners have appropriate pet insurance in place for their dog(s)
- ❖ In the event of your pet suffering from excessive matting and requiring a shave down due to the coat condition, a shave off consent form will be presented for you to sign. Shaving of dogs will dramatically change their appearance and the hair will be very short and close to the skin. This may expose pre-existing skin conditions.
- ❖ Please note we reserve the right to refuse a dog that presents a risk of injury to itself or the groomer(s). Owner's must inform Little Paws Parlour if their dog has ever bitten or shown signs of aggression at any time. Failure to advise and resulting in the dog biting or showing aggression will result in the groom being stopped and 50% groom charge being incurred.

### **Appointments, Cancellations, Payment & Photography**

- ❖ Appointments are booked in advance and confirmed by telephone, email or Facebook message.
- ❖ Little Paws Parlour require a minimum 24-hour notice to cancel an appointment. For cancellations made with less than 24 hours, a 50% of the standard groom charge will be incurred. For cancellations made with less than 2 hours, a full groom charge will be incurred. Any cancellation charges incurred will be due before future appointments can be made. Failure to pay will result in refusal of future appointments.
- ❖ Payment will be made on collection of the dog(s). Estimates are based on an average dog of the breed or type, but owners must remember that some dogs may require extensive extra work. All extra work will be charged for on an hourly basis or a set cost if indicated otherwise. Dogs must be collected at the time stated. Uncollected dogs will be charged a sitting fee. Please refer to our price list for current charges.
- ❖ The owner gives Little Paws Parlour permission to take photographs of their pets, for two purposes; record keeping on dog styling and groom standard and for marketing purposes and presence.

Under no circumstances do we accept sedated dogs.

These terms and conditions do not affect your statutory rights