

The Underdog canine grooming terms & conditions.

All clients are required to complete and sign the declaration form.

YOUR PET'S HEALTH AND WELFARE.

Whilst your pet is in our care its health and welfare is our primary concern. It will only ever be groomed according to its tolerance of the process. If your pet is fearful of any of the procedures employed during grooming, A workaround or alternative will be employed. Occasionally during grooming, A pre-existing condition may be discovered that you may not have been aware of. We will notify you of this so that you can seek veterinary advice. Although extremely unlikely, accidents can happen during grooming. In the event of an accident or serious medical issue arising during your pet's groom, you authorise us to seek emergency veterinary treatment.

GROOM FEEDBACK.

You will be given detailed feedback after every groom. If you have any queries or need further clarification, please just ask or contact us at a later stage. If you are dissatisfied with any aspect of your pet's groom please let us know before you leave. Reasonable requests to alter the trim will be dealt with immediately or changes noted for the next groom. We are more than happy to disclose any details of your pet's groom or advise you about how best to care for your pet's coat.

PRICING

Starting prices for pets:

- That are used to being professionally groomed on a regular schedule
- Whose coats are well maintained between professional grooms (kept tangle, knot & matt free by regular brushing or combing)

You can reasonably expect to pay more than the starting price for:

- Matted, poorly maintained &/or overgrown coats
- Pets which are difficult to manage or uncooperative during grooming
- Overweight pets or oversized for the breed standard
- Timid, anxious or nervous pets, which require frequent breaks & may need special handling

If we are unable to complete a groom due to behavioural problems or aggression you will be charged the starting price of the groom. All costs are payable in full at the time you collect your pet.

PHOTOGRAPHS.

Your pet may be photographed before, during or after its groom. Photographs may be used on The Underdog's social media, website or other printed materials. Please let us know if you prefer your pet not to be photographed.

TIME KEEPING.

Please be punctual. We work by appointment only; the appointment slot allocated for your pet's groom has been booked at your request exclusively. We do not double book appointments; a no-show is lost income. Courtesy reminder texts can be sent however it is your responsibility to remember the appointment booked.

CANCELLING YOUR DOG'S APPOINTMENT

We respectfully request 24 hours' notice if you need to cancel your pet's appointment. The slot can then be resold.

NO-SHOWS & LATE CANCELLATIONS (of less 24hrs notice.)

A fee of 50% of your usual groom price will be levied for missed appointments and late cancellations. A non-refundable deposit of the starting price of the groom will be levied to secure a new appointment slot. If you incur any of the above-mentioned fees, they are payable in full before booking your pet's next appointment.

NEGLECTED & MATTED COATS.

In the event that your pet's coat needs to be clipped down to release it from matting or coat neglect, The Underdog canine grooming salon, its owner and operator are not liable for any post-grooming effects of this procedure, which is not without risk.

Any humane de-matting will be undertaken solely at my discretion, in compliance with The Animal Welfare Act 2006 (clause 5 - Animals are to be protected from pain, injury and suffering). De-matting during a routine groom is limited to a maximum of 15 minutes and is only possible if the matting is minimal. For severely matted coats where de-matting isn't possible, the only humane way to deal with this will be to completely shave off the coat.

You must inform us prior to grooming if your dog has ever bitten or displayed aggression. Failure to disclose this information may result in the refusal of further services.

Signed.....