

Health

Current Vaccinations/Veterinarian Information: By using our services, owners verify their dogs are up to date with vaccinations for canine parvovirus, canine distemper virus, Leptospirosis and Infectious canine hepatitis. Proof of Vaccination shall be provided to Burr & Barks on request, as well as current Veterinarian information.

Health or Medical Problems & Elderly Dogs: Grooming procedures can sometimes be stressful, especially for a senior dog or dog with health problems and can expose hidden medical problems or aggravate a current one during or after the groom. In the best interest of your pet this contract/agreement will give Burr & Barks permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by us. We will do our best to contact you first, then take your pet to our authorised Veterinarian, or to the nearest Veterinarian that is available. It is agreed that all expenses for Veterinary care will be covered by the pet's owner.

Fleas/Ticks: Burr & Barks strives to be a flea/tick-free environment. If your dog has a flea or tick infestation, we will ask that you reschedule your grooming appointment once the flea or tick problem is under control. Dogs with a flea or tick infestation carry a risk of anaemia, infections, tapeworms and other health problems. We recommend that you contact your veterinarian for advice on the best treatment for your situation. A topical monthly flea preventative may be the most effective choice. Treating all pets in the family, as well as treating your home will help in keeping fleas and ticks under control for the long term. If fleas are found on your dog we will bathe your dog in a flea shampoo, but it is your responsibility to seek veterinarian advice about how to control this.

Accidents: There is always the possibility an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations. Possible problems that could occur include cuts, nicks, scratches and quickening of the nails. In most cases this can happen when a dog is wiggling or moving around. We make every effort to ensure your dog is groomed as safely as possible, but if your dog does not accept the process, it can be dangerous to continue the groom.

Behaviour

Aggressive or Dangerous Dogs: I reserve the right to refuse to groom any dog at risk of harming me or itself. If your dog is accepted for grooming and displays aggression that I have not been informed of during its session, the groom will be terminated immediately. You will be contacted to collect it. The full starting price of the groom will be levied on collection of your dog.

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

Your attention is drawn to the Dangerous Dogs Act, which holds owners liable for bites and injuries caused by their dogs.

Condition of coat

Matted Coats: In the event that your dog's coat needs to be clipped down to release it from matting or coat neglect, Burr & Barks, 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. This will be discussed in your consultation and agreed prior to you leaving. If we cannot come to an agreement, then I reserve the right to refuse your dog for your agreed appointment.

You will be given an estimate of how long matt release is likely to take and an estimated cost for the procedure. A shavedown consumes significantly more time, labour, product and tool/equipment wear and tear than a routine trim therefore will incur an extra charge of £15. All shavedown costs are payable in full at the time you collect your dog.

PRICING

Starting prices are for pets;

- That are used to being professionally groomed on a regular schedule (a MINIMUM of once per season, 4 times per year depending on breed).
- Whose coats are well maintained between professional grooms (kept tangle, knot and matt free by regular brushing or combing by the owner).

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

- Matted, poorly maintained and / 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 and may need special handling.

These cost more time, labour and/or product. The costs are passed on to you. 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.

TIME KEEPING

Please be punctual. I work by appointment only, the appointment slot allocated for your dog's groom has been booked at your request exclusively. I do not double book appointments, a no-show is lost income. I also offer a free appointment reminder, by text or phone. Just tell me your preference.

Most grooms take between 1-3 hours or more depending on the size and temperament of the dog, and its coat condition. You will be advised what time to collect your pet.

It is advisable not to return to the salon before this time, as your presence may distract your pet during the finishing stage of its groom. It is essential that you collect your pet at the agreed time as once the groom is finished your dog will be eager to go home and may become unsettled or anxious and cause a distraction to the next dog being groomed. Late collections may incur an extra charge.

Please phone me if you are running late.

HOWEVER...

Clients arriving more than 30 minutes late for their appointment can be considered a missed appointment and may have to re-book, this will incur a charge of 50% of the cost of the groom. If you need an earlier drop off/later collection time due to other commitments, please discuss this with me when booking.

CANCELLING YOUR DOG'S APPOINTMENT

I respectfully request 24 hours notice if you need to cancel your dog's appointment. The slot can then be offered to other clients.

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

A fee of 50% of your usual groom price may be levied for missed appointments and late cancellations.