



Grooming Service Agreement

Bellamy's Pad would appreciate you reviewing our Grooming Service Agreement thoroughly. Please note the link to these terms on our website www.bellamyspad.co.uk

HEALTH, WELFARE & EMERGENCY

Your dog's health and welfare is our top priority and assure you that every effort will be made to make the grooming experience as safe, relaxing and pleasant as possible and will only ever be groomed according to its tolerance of the process. If your dog is fearful of any of the procedures employed during grooming, we will suspend the groom and suggest tailored additional sessions including special calming techniques. The grooming appointment charge will be incurred.

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. 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. We have full liability insurance in place.

We do ask that all dogs presented for grooming are in good health and flea/tick free and females are not in heat. Bellamy's Pad has the right to refuse grooming services should any dog appear unwell, be in heat, or present a health risk to other pets. We strive to maintain a clean, hygienic salon for all dogs visiting us.

BEHAVIOUR - REFUSAL OF SERVICES

In the event that your dog is badly behaved or becomes dangerous to groom, Bellamy's Pad has the right to refuse or stop grooming services at any time in the best interest of health and safety and welfare of your dog. The pet parent will be charged the starting price of the groom.

USE OF MUZZLES

Bellamy's Pad promotes holistic grooming, which is gentle and positive reinforcement practice. Although muzzles are available, we feel muzzles result in a negative reaction, so will discuss grooming options with pet parents for any dogs which may demonstrate aggression and will stop the grooming session. The grooming starting price will be incurred.

MATTED COATS

Pets with severely matted coats require extra attention and will incur an extra charge, as it takes much more time to groom the dog safely. Mats in an animal's coat grow tight and can damage or tear the animal's skin, plus hold debris or parasites. Bellamy's Pad will communicate with pet parents by telephone, any extra costs of dematting upon presentation.

PRICING

Starting groom prices are for pets which are used to being professionally groomed on a regular schedule or whose coats are well maintained between professional grooms (kept tangle and matt free by regular brushing or combing).

PAYMENT

For all new clients, a non-refundable deposit of £10 is required at the time of booking an appointment (except for nail clipping). Full payment is due on the day of presentation. We accept cash, credit card and debit card.

HAPPINESS RATING

The happiness of your dog and you, the carer/pet parent is very important to us. If you have any queries about our service, please DO LET US KNOW.

PHOTOGRAPHS

Acceptance of our terms and booking grooming appointments with us, authorises Bellamy's Pad to take photos of your dog for our company website, Facebook pages and advertising leaflets. All photos taken are the property of Bellamy's Pad. If you would like any copies of photos, please do ask.

FOR COMPLETION BY OUR PET PARENTS

I have reviewed the terms of service by Bellamy's Pad and accept the contents. I confirm that I am the rightful legal carer of the dog(s) for which services are being provided. I understand that pricing is subject to change. I have read and agreed to the above.

Signature:

Print Name:Date:.....

Dog(s) name(s) & breed:

Vet Practice: