

# CUSTOMER CONSENT and REGISTRATION FORM



Booking Date: ..... Time: .....

Dog's Name		Owner's Name	
Breed - Size		Home ☎	
Dog's Age - Behaviour - M or F		Mobile ☎	
Good health or conditions?		Address	
Skin Complaints - Allergies		Postcode	
Safe Parking - Power Access		Email Address	
How did you hear about us?	Advert <input type="checkbox"/> Website <input type="checkbox"/> Recommendation <input type="checkbox"/> Other? .....		

Vets name and telephone number:

Grooming Instructions:

Permission to shave off a matted coat where required. Yes  No

Photo consent: Yes  No

On completion of the groom, Grrroomies UK reserve the right to adjust the pricing in line with the work involved and time taken. Groom costs can go down as well as up and any increase in price will be advised pre-groom. I request that my dog be groomed in accordance with the above instructions and agree to pay the quotation plus any adjustments upon completion of the groom.

**Grooming Policy** - We are proud of our Customer Service and will groom your dog according to your instructions and make every effort to meet your expectations. It must be made clear however that it may sometimes be difficult to achieve the visual effect an owner is looking for, especially on the first groom, and that no guarantee can be made in this regard. This is due to the dog's pre-groom condition, plus the nature of its coat and bone structure having a major bearing on the finished result. Records are kept in order to track progress of the desired result and to create a finished style. Before and after photographs can be provided on request.

**De-Matting** - We groom humanely at Grrroomies UK and abide by the Animal Welfare Act. If a dog is presented to us in a severely matted and uncomfortable condition, we will seek the owner's permission to de-matt by clipping the coat very short or shaving. This method of de-matting is painless for the animal and allows its skin to breathe and recover, thereby encouraging a new and healthy coat to develop. Occasionally, after shaving, sores or red skin may be revealed where dirt and infection or parasites have accumulated under the matting. Your vet will advise you of any treatment required. At the next groom, we will begin re-shaping and styling the coat according to breed type and/or owner requirements. We will be very happy to explain how to prevent future problems and maintain your dog's coat at home.

I agree that the groomer will not be held liable for any mishap caused by my non-disclosure of my pet's medical condition or behaviour.

I have received a copy and accept Grrroomies UK's Terms and Conditions\*.

Signed by Owner ..... Date .....

Signed by Groomer .....

\* 'Grrroomies UK's' Terms and Conditions relate to the initial consultation and any subsequent grooming sessions.



**We kindly ask that your dog is watered and toileted before the appointment.**

1. The owner agrees that 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 for. You must notify us of any changes whatsoever before each groom is undertaken.
2. Grrroomies UK reserves the right not to accept a dog that presents risk of injury to itself or our staff.
3. Any pre-existing coat or health conditions of your dog will be discussed, if you have any shampoo you prefer to be used you should supply this at your own expense for us to use during the groom.
4. **DE-MATTING POLICY** - Removal of matting is essential in the treatment and prevention of hotspots and sores, fungal and bacterial infections, yeast infections, flea infestations, moist eczema, mites and lice, maggot infestation, urine and faeces scalding, eye and ear infections, severe itching, scratching and redness. We reserve the right to de-matt and shave the coat very short in order to properly groom a severely affected coat. This treatment is not routine and your dog may look very different afterwards with the hair being very short and close to the skin. This may expose pre-existing skin complaints. If the dog needs to be shaved we cannot be held liable for clippers accidentally cutting the dog. We will, seek the owner's consent **before** carrying out such procedures.
5. **STYLE** - Every effort will be made to groom your dog to meet your expectations. It must be made clear however, that no guarantee can be made in this regard, and we accept no responsibility for a groom carried out according to your instructions, but not to your visual expectations. Records are kept in order to track progress and it may take several grooming sessions for the coat to grow to your desired style.
6. **SAFETY** - Whilst in our care, all dogs are treated with the utmost care and attention. We will ensure your dog is safe and secure within the van, and we only use superior quality products. We will not continue a groom on a dog that becomes severely anxious or aggressive. In the event of injury or accident a Vet may be called and unless it can clearly be shown that we are liable, all costs in connection with and in the carrying out of a Vet's instructions and any subsequent treatment shall be at the owner's expense. We recommend owners having dog insurance.
7. It may be necessary for us to use a muzzle on your dog for its own safety and that of the groomer. We carry a selection of comfortable, various sized muzzles, which allow your dog to breathe normally and drink if necessary. A muzzle serves to both calm the dog and prevent damage or injury.
8. We carry dog bowls and fresh water to prevent dogs becoming dehydrated.
9. **CANCELLATIONS** – Grrroomies UK tries to route appointments according to time and customer location. We understand that sometimes it is necessary for customers to cancel an appointment, however in recognition of the fact that we may be unable to fill the appointment at very short notice; customers are liable for surcharge payment of the grooming session for late cancellations with less than 24 hours' notice. We ask that you make any cancellation as far ahead as possible.
10. **COSTS** - Estimation costs can be provided at the time of booking but these will be subject to re-assessment of the dog on the day. Some cost adjustment, with owner's agreement, may be necessary in respect of the dog's size, coat condition and the style and time required. All payments must be made in full upon return of your dog. We accept cash and cheques.
11. The owner agrees for photographs of their dog to be taken and used on Grrroomies UK website
12. Grrroomies UK respect your confidentiality and will not share your details without your prior consent.