

Leanne's Grooming Room Terms and Conditions

Your Pets Health and Welfare: By attending your appointment you the owner confirm that your dog is fit and healthy. Grooming of an elderly dog is entirely at owners risk. Leanne's Grooming Room does not take responsibility if your dog develops allergic reaction to shampoos, conditioners or any other grooming products. (Please inform me if you know of any previous reactions as there are measures I can implement to minimise certain factors).

Mine and Your Dogs Safety: I reserve the right to muzzle your dog if it represents a danger to me. Please let me know beforehand if your dog has behavioural problems. If your bitch is in season please let me know with as much notice as possible as I may need to rearrange her appointment as to not upset my next customer if an entire male. Also I am unable to groom a pregnant bitch.

Grooming Accidents: Accidents can happen, I use very sharp professional scissors and clippers on a moving object (your dog) every precaution will be taken to prevent injury. If an accident occurs in which I need to take your dog to the local vet, please be aware you maybe liable for any costs.

Please ensure your dog has been to the toilet prior to their appointment so they don't feel uncomfortable while being groomed or relieve themselves on the table or in the bath as this may result in your dog being bathed twice and an extra charge will apply.

Neglected & Matted Coats: In accordance with **THE ANIMAL WELFARE ACT 2006** all dogs with severely matted coats will be shaved off, as it is against the law to subject dogs to unnecessary pain and suffering that brushing out a matted coat causes. I do not accept liability for any conditions arising following the clipping off a matted dog. This can include irritation, redness or nicks. Conditions can begin underneath knots and mats, which will only be seen once the knots/mats have been removed. I will advise if I feel a vet needs to take a look. Please also be aware that your dog may feel odd to have these knots/mats removed, so please be vigilant in the days following a clip off to prevent any unnecessary injuries occurring from scratching after a clip down.

Ear Plucking: Removing the hair can irritate the delicate skin of ear canals and lead to ear problems as this leaves the pours open to bacteria, leading to infection. If your dogs ears are particularly dirty, I will advise not to pluck them and ask you to clean them at home, and then for you to come back to have these plucked at a later date.

Fleas/Ticks: If your dog is found to have fleas and I have not been informed by you the owner there will be an additional charge of £10 to pay for the products required for me to treat the salon. If you have informed me before hand then there will be no additional charge as I can take extra steps in the bathing process to maximise the effects of washing them off during the bath. Ticks I will remove but may leave a small lump which should disappear over time.

Time Keeping: I work by appointment only. Please be punctual, if you are late, more than 10 minutes your appointment will be rescheduled and a cancelation fee will apply. You will be advised on a collection time and again please be punctual. Or you may have to wait till I am at an acceptable place to stop grooming the next dog and a charge of £5 for ever 15 minutes may be added.

Cancelation/No Shows: I require 24 hours notice if you need to cancel/change your appointment. Less than this and I will require a 50% cancelation fee and payment up front for ALL future bookings. Non refundable.

Payments: I am currently taking cash, card or bank transfer. Please ask if you require details for bank transfer.

Groom Feedback: If you are dissatisfied with any aspect of your dogs groom please let me know asap so this can be rectified. If you are happy with my service please leave a review on either my Facebook page or google page. Please follow my Facebook page as this is where I will post pictures or your dog(s) (with your consent). Also offers and updates will be posted there.

Please be aware there maybe occasions when Leanne's Grooming Room may not be able to complete the grooming procedure due to your dog becoming distressed.

In the event of an emergency I (the owner) authorise Leanne's Grooming Room to seek medical treatment from a veterinary surgery and provide first aid where possible (both myself and Taylor have canine first aid training)

A text reminder will be sent the day before your appointment if you have provided me with a mobile number. If you would rather not be contacted via **TEXT, EMAIL** or **PHONE** then please let me know.

Thank you for your custom, and I look forward to grooming your furry friend(s).