

## Terms and Conditions

### Care of your dog:

We provide a service in compliance with The Animal Welfare Act (2007)

### Aggressive dogs:

The owner must agree to inform us if their dog has ever been known to be aggressive or has ever bitten anyone. The owner understands that they will be legally liable for the consequences of all bites caused by their dog.

### Health matters:

It is important that you inform of us of any health problems that your dog may have.

We examine your dog for lumps and bumps during the groom and should anything be found we will notify you upon collection.

Grooming sick and elderly dogs will be at the owner's risk but we reserve the right to refuse to groom a dog if we consider that it is too unwell to proceed.

### Matted coats:

At Easton & Otley College we groom humanely. We will attempt to de-mat a coat only once, and only if we feel that it will not cause pain.

Matted fur or hair on your dog may result in us having to clip close to the dog's skin. This can in some cases cause skin irritation or skin nicks from the close shaving. You agree that Easton & Otley College Dog Grooming will not be held responsible for any affect that this has after the grooming session is complete.

### Toilet:

A full bladder and bowel can be very uncomfortable for a dog whilst it is being groomed. You must ensure that your pet has been toileted before bringing him or her to the salon. It is unhygienic and unpleasant when dogs urinate or defecate on the premises. It may also result in the need to give the dog an additional bath, the cost of which we will have to pass on to the owner.

### Fleas:

If your dog has fleas, we ask that you treat it yourself prior to visiting the salon. Should your dog be brought to us with infestation, you must consent to us using an insecticidal shampoo.

### Collection:

You must collect your dog at the specified time and all dogs must be collected by 5pm.

### Photography/ Videography:

From time to time we take photographs of the dogs in our care and sometimes use them for our website, students work or waiting room area. If you do not wish your dog's image to be used on our website, please inform of us of this.

There will be live streaming of the dog grooming parlour to the general public, viewable through the waiting area, this is to promote the work students do. By signing you agree for this footage to be viewed by the public, students and staff.