

## **Terms & Conditions for Canine Clip Joint, Brighton, BN1 8AA**

### **De-matting**

At Canine Clip Joint, Judith grooms the pets humanely. With the customer's consent, she attempt to de-matt a coat by combing out, and she proceeds further by clipping off a matted coat only after ensuring that the animal will not suffer stress. At her salon, she always provide help and advice on how to look after your dog's coat.

Clipping or stripping a pet often exposes a pre-existing condition. Your pet's hair will be very short and close to the skin, and the appearance will be dramatically different following the clip. Therefore your consent is required to perform this service.

### **Aggressive or Nervous Dog**

For the dogs showing aggression or acute nervousness, it takes much longer than the normal dogs to groom. It takes extra time which may affect a next customer, therefore, you will be charged an inflated grooming rate. Hence, Judith reserves the right to refuse a dog that represents a risk of injury to itself or send home a dog even if the dog is partially completed. Dogs that show aggression will be muzzled for their safety and hers.

### **Elderly or ill dogs**

As Judith always prefers dogs to come into her grooming salon feeling safe and comfortable, the owner will be notified should she feel that the dog will become stressed unnecessarily.

### **Toileting**

Before bringing your dog for grooming, please make sure that your dog has emptied its bowel. Should your dog foul outside the salon, please ask for a poop bag. Judith also has an outside run facility so your dog can relieve itself during its visit.

### **Collection Times**

Judith will do her best to give you a 15-20 minute notice prior to your pet's appointment being completed so you can arrive as she is done with the groom. When a client is early or late, this puts her schedule off and mostly causes your dog to have to sit around and wait. Also it can be quite stressful for most animals to have to wait unnecessarily after a grooming session is finished.

### **Appointments**

In the event of cancellations received less than 24 hours prior to your appointment or "no shows", Judith reserves the right to add extra service fee to your next appointment.

### **Authorisation**

Once you agree to the terms & conditions mentioned above, it is assumed that you designate Canine Clip Joint as the groomer of your pet's care and give permission to obtain veterinary treatment in the event of an accident, injury or health concerns and authorise the vet that Canine Clip Joint chooses to treat your pet as necessary (*any pet unvaccinated leaves itself and others at risk to infection.*)