

## **The Fur Studio's Terms of Service**



### **1. DOG HEALTH & WELFARE**

- 1.1. We must be notified of all pre-existing health conditions dogs may have prior to their appointment.
- 1.2. Your dog's health, safety, and welfare are our primary concern.
- 1.3. Your dog will be groomed according to their tolerance of the process. If they begin to display signs that they are uncomfortable with any of the procedures during grooming, another method will be tried, or further grooming sessions will be advised to complete a groom.
- 1.4. If your dog displays signs that they are struggling with the grooming process, the groom may be terminated, and full payment is still due for the appointment.
- 1.5. Grooming may expose underlying skin or health conditions which you may not be aware of, we will notify you of this so that veterinary advice can be sought; we cannot be held liable for any pre-existing health conditions your dog has.
- 1.6. Although very unlikely, accidents can happen during grooming; for example sometimes dogs can move suddenly and unexpectedly during the process. We work with sharp scissors and clippers and there is always a possibility that injury can occur even if every effort is made to ensure this does not happen. Any known injuries will always be reported to you.
- 1.7. In the event of an accidental injury or a serious medical condition arising during your dog's grooming session, you will be notified and must collect your dog immediately and seek veterinary advice; all costs in connection with this will be at your expense.
- 1.8. At The Fur Studio's discretion, we may agree to compensate towards an accidental injury arising during your dog's grooming session. You will need to provide a full veterinary report detailing the consultation, appointment dates, medical treatments given, and a breakdown of costs involved in relation to the incident only; these are required upon request. Vet reports and invoices are required for consideration of claims and must be emailed directly to The Fur Studio for review before a final decision can be made. Failure or refusal to provide the information required, will result in an immediate withdrawal of this offer. The Fur Studio reserves the right to refuse to pay towards any veterinary or medical treatment(s) at any stage.
- 1.9. We do not express anal glands as per the guidance issued by The Royal College of Veterinary Surgeons (RCVS). We may advise you if we discover your dog's glands are full and recommend you visit the vet for expression.

### **2. GROOMING FEEDBACK**

- 2.1. Should you feel dissatisfied with any aspect of your dog's groom, this must be discussed with the groomer before leaving the salon.
- 2.2. Reasonable alteration requests will be dealt with immediately or changes noted for the next grooming appointment.
- 2.3. Any issues found after the groom must be reported to The Fur Studio within 2 days of the appointment; we cannot be held liable for any issues discovered beyond this time.

### **3. GROOMING SCHEDULES**

3.1. We are committed to learning and understanding every dog's individual needs, your preferred grooming styles, and earning every dog's trust; we appreciate that it takes time and patience, and this doesn't happen with just one visit.

3.2. For dogs which experience anxiety or are nervous, we can only reasonably accept clients that are able to commit to a regular grooming schedule and possible additional trips to the salon to help with desensitisation or as agreed with the groomer and dog owner.

3.3. Commitment will be required from you to maintain your dog's coat at home in between professional grooming appointments.

#### 4. PRICING

4.1. There will be extra charges if your dog is matted, poorly maintained and/or has overgrown coats.

4.2. The increase in cost accounts for extra time, labour and/or product.

#### 5. BOOKING FEES

5.1. All appointments will require a deposit of £20 to secure the desired appointment slot.

5.2. The deposit will be deducted from the groom total or if preferred, rolled over to the next appointment as a new deposit.

5.3. All bookings are subject to our Terms of Service.

#### 6. CANCELLING APPOINTMENTS

6.1. We respectfully request a minimum of 2 days' notice if you need to cancel your dog's appointment so the slot can be used by a different client.

6.2. With 2 days (or more) notice given, the deposit can be refunded to you or if preferred, transferred to the next appointment.

#### 7 NO SHOWS (MISSED APPOINTMENTS) & LATE CANCELLATIONS (LESS THAN 2 DAYS' NOTICE)

7.1. If you fail to attend an appointment without cancelling, the non-refundable booking fee of £20 will be forfeited for the missed appointment slot and a missed appointment fee (100% of the cost of the groom) will be charged.

7.2. Failure to arrive within 15 minutes of the scheduled appointment time, will be considered a missed appointment.

7.3. If you give late notice to cancel an appointment (less than 2 days notice), 50% of the cost of the groom will be charged, and the non-refundable deposit will be forfeited and account toward this total.

7.4. If you miss 2 appointments without giving any notice then it will result in a discontinuation of all future services.

7.5. All fees must be paid before future appointment bookings can be made.

#### 8. APPOINTMENTS & TIMEKEEPING

8.1. You must be on time for your dog's appointment.

8.2. You will be given an approximate time to collect your dog upon drop off, however we will always call you 15 minutes before your dog will be ready for collection.

8.3. If you are late in collecting your dog, you will be charged £5 for every 15 minutes (following the initial 15-minute window notification that their dog is ready for collection), as this may cause significant delay for our next appointment(s).

8.4. If for any reason you are running late please call us. We understand that from time-to-time unforeseen circumstances may arise.

## 9. TERMINATION OF APPOINTMENTS

9.1. If your dog is elderly or has any underlying health conditions the groom is conducted entirely at your own risk. If we have to stop the groom at any point due to your dog's condition/behaviour then full payment for the appointment is still due.

## 10. SHAVING DOUBLE COATED BREEDS

10.1. We do not recommend shaving double coated breeds for the following reasons:

10.1.1. A double coat acts in the same way as insulation- to keep dogs cool in the summer and warm in the winter and helps protect against sun rays and sunburn.

10.1.2. Shaving can cause 'coat funk' where the hair grows back patchy, at different lengths and sparse (bald) in some places. It can take up to 2 years for the topcoat to grow back.

10.1.3. Shaving does not prevent shedding and places dogs at risk of sunburn, heatstroke, hypothermia, and frostbite.

## 11. NEGLECTED & MATTED COATS

11.1. If your dog's coat needs to be clipped down to release it from matting or coat neglect, The Fur Studio, its owner, and operator, are not liable for any post-grooming effects of this procedure, which is not without risk.

11.2. Any humane de-matting will be undertaken solely at our discretion, in compliance with The Animal Welfare Act 2006 (clause 5 — Animals are to be protected from pain, injury and suffering).

11.3. De-matting during a groom is limited to a maximum of 15 minutes and is only possible if the matting is minimal.

11.4. For severely matted coats where de-matting is not possible, the only humane way to deal with this will be to completely shave off the coat.

11.5. Clipping off a matted coat will completely change a dog's appearance and could also aggravate or reveal pre-existing skin conditions (such as Haematomas) usually caused by tight matts.

11.6. Shaving down a matted coat consumes significantly more time, labour, product tool/equipment wear and tear than a routine trim and will therefore incur an extra charge.

11.7. All shave down costs are payable in full at the time their dog is due for collection.

11.8. We reserve the right to refuse to shave down a matted dog if it's elderly, has any apparent injuries or illnesses, is showing aggression or is not tolerating the process.

## 12. FLEAS, WORMING, LICE, & MITES

12.1. Your dog should be up to date with flea, worming treatment and its recommended vaccinations.

12.2. If dogs are found with fleas on arrival for their appointment, they will be sent home immediately and full payment for the appointment is still due.

12.3. Following initial inspection, if traces of parasites are not seen however dogs are found with fleas/lice at any stage of the groom, dogs will be treated with flea shampoo and an additional charge will be added to the groom total as advertised.

12.4. Flea shampoo does not protect dogs against any fleas/lice they may encounter after they leave the salon.

12.5. Bringing a flea/louse infested dog into our salon risks contamination of the whole salon which will need fumigation to prevent contaminating other dogs whose appointments follow.

## 13. AGGRESSIVE & POORLY SOCIALISED DOGS: THE DANGEROUS DOGS ACT

13.1. We reserve the right to refuse to groom any dog at risk of harming itself or our staff.

13.2. We must be informed prior to grooming if your dog has ever bitten or displayed aggression and reserve the right to terminate appointments at any stage.

13.2.1. Failure to disclose this information will result in refusal of all future services.

13.3. If your dog is accepted for grooming and displays aggression, which we were not notified of before the session, the groom will be terminated immediately, and you will be contacted to collect your dog. If this is the case, full payment for the appointment is still due.

13.4. Your attention is drawn to the Dangerous Dogs Act, which holds dog owners liable for bites and injuries caused by their dogs.

13.5. We must be informed if your dog is poorly socialised, has not been regularly groomed at home, does not regularly see a professional dog groomer, or is highly unpredictable.

13.6. We must be informed if your dog is likely to consistently bark; we work in a residential area and must be given notice when working with dogs which may have an impact on noise levels and therefore we may not be a suitable fit for your dog.

13.7. We will not accept sedated dogs.

## 14. QUICKED NAILS

14.1. The nail has a blood supply/vein growing in it called a quick. If the nail is not trimmed often and left to grow long, the quick will grow with the nail. On longer nails, it can be harder to judge where the quick is. When the nail is cut too short, the quick can also be cut causing bleeding which is a common mishap and rarely needs veterinary attention.

14.2. If the quick is cut, we will use a coagulant to stop the bleeding and keep the area sterile and dry.

14.3. We would advise you not to walk your dog on concrete for up to 24 hours later to prevent the nail bleeding again.

14.4. If the nail should start bleeding again at home, the following should be applied to help stop the nail bleeding; cornflour, sugar, running the nail through a wet bar of soap.

## 15. PAYMENTS

15.1. Full payment for completed appointments will be taken upon collection of the dog and can be accepted prior to commencement of the groom.

15.2. We can only accept cash, Chip and PIN cards, Contactless cards, Apple Pay, Google Pay, Samsung Pay.

15.3. Full payment is still due for any terminated appointments.

15.4. All shave down costs are payable in full at the time your dog is due for collection.

15.5. All fees must be paid before future appointment bookings can be made.

15.6. Failure to provide payment will result in an immediate discontinuation of all future services and any bookings fees held will be forfeited to account toward the total payment loss.

15.7. We reserve the right to not offer refunds for services rendered.

## 16. DATA

16.1. What data is collected:

16.1.1. Each grooming form holds your name and contact details, your dogs name and description. It also captures the dog's veterinary practice details and medical conditions.

16.2. How we use data:

16.2.1. In the event of a medical emergency where veterinary attention is required for a dog.

16.2.2. To contact you for appointment booking, reminding, or scheduling, or if we need to contact you during the groom.

16.2.3. To notify you of any appointment availability which has become available at short notice.

16.2.4. To notify you of upcoming busy periods where pre-booking would be advantageous.

16.2.5. We take complimentary post grooming photographs of dogs at our discretion.

16.2.6. Photographs and videos of dogs may be posted to our social media sites and website, occasionally they may be used for marketing materials which includes web or print. Only the dog's first name and breed will be used in the information.

16.2.7. Should owner's not wish for their dog's photo to be taken, there is an opt out feature on our registration form.

16.3. How we store data:

16.3.1. Individual grooming forms for each dog, grooming contracts, and privacy notices are kept in a locked cupboard only at the salon address which is locked up and secured at the end of the working day.

16.3.2. Photographs and videos are taken with a mobile phone which is password protected.

#### 17. ZERO TOLERANCE & SLANDER

17.1. The Fur Studio will not accept or tolerate any harassment, slander, malicious falsehood or defamation via social media outlets or verbal communication.

17.2. If you are unsatisfied with our service, we invite you to contact us at the earliest opportunity, ideally within 2 days of your appointment, and we will try our best to resolve the issue.

17.3. The Fur Studio reserves the right to refuse service to anyone who brings in neglected dogs or is verbally or physically abusive to anyone on the premises, this includes their own dogs.

#### 18. OUR COMMITMENT

18.1. We are a fully insured salon and advocate the use natural products.

18.2. We are passionate about what we do and constantly challenge ourselves to enhance existing skills, techniques and learn new methods to improve on the quality and timing of our grooms, ultimately delivering the best results possible.

18.3. We will always keep up to date with new equipment, laws, and qualifications to give dogs the best experience in our care.

18.4. We have no higher priority than promoting a safe and secure experience for our clients; focussed on animal welfare, we offer a one-to-one service ensuring a clean and safe environment for all dogs with maximum effort applied to create calming and relaxing conditions for every dog, every visit.

18.5. We take salon hygiene very seriously; dogs are always given spa treatment in a clean and sanitised workspace and our tools, equipment, and workstation are routinely and thoroughly cleaned, disinfected, and sanitised in-between each grooming appointment.

**By signing, I confirm that I have read, understood, and agree to the Terms of Service as set out by The Fur Studio and if I am not the dog's owner then I have been given authority by the dog's owner to sign on their behalf. I accept that the Terms of Service apply to all services rendered by The Fur Studio.**

**SIGN:**

**DATE:**

**PRINT NAME:**