

# Pawfection Dog Grooming - Policies and Practices

Pawfection will ensure that your dog receives a relaxing, enjoyable and stress free groom in a safe, secure and comfortable environment. There is no cage waiting, just a comfy bed for resting in if needed! And there are no cabinet dryers.

All clients are requested to complete and sign a dog grooming record card and are to inform Pawfection of any medical or behavioural problems and to continue to inform Pawfection of any changes that may occur accordingly.

On arrival at Pawfection your dog will be given a health check for any lumps, bumps or other health issues. You will be informed of any findings and seeking Veterinary advice may be given.

**Appointments** - Pawfection offers evening and weekend appointments if necessary to accommodate busy lifestyles. Pawfection requires no less than 24 hours notice of cancellation of an appointment so that the time can be made available to other clients. Failure to do so will incur a £10 fee on the next appointment.

## **Collect and**

**Deliver service** - Pawfection offers an invaluable service of collecting and delivering your dog from your home in a fully insured vehicle with either a travel harness or cage for safety. This service minimizes the time and inconvenience of visiting the salon and waiting for a small charge of 45 pence per mile.

**Puppy Grooming** - Once all vaccinations are complete your puppy is welcome at Pawfection for a light grooming session to introduce and familiarise the puppy to the salon and grooming process. The session can involve a brush, bath, dry and general handling. This will all be determined by the individual pup as the priority of the session is to make the experience enjoyable.

This session is also available for older dogs or rescue dogs who may not have had a grooming session before.

**Elderly dogs** - Healthy elderly dogs are welcome at Pawfection but are entirely at the owner's risk. Pawfection will give extra special care and as many rest breaks as necessary to ensure the comfort of the dog. The session will be determined by the dog and may be ended if it is felt that it is becoming too stressful and can be continued at another time.

## **Veterinary**

**Attention** - In the unfortunate event of injury or illness whilst in the care of Pawfection Veterinary attention may be sought. The owner will be notified as soon as possible but if necessary the dog may be taken straight to the surgery. All costs will be at the owner's expense.

**Anti social dogs** - The owner is expected to inform Pawfection of any aggressive tendencies. Pawfection will take time to calm and relax any anxious or nervous dogs but if the dog becomes too aggressive Pawfection reserves the right to use a soft muzzle for the safety of the dog and the groomer. If necessary the grooming session may be ended and the owner will be notified immediately. The owner will be liable for any bites or injuries caused and charges will be applied for the appointment time allocated. Pawfection will not be held responsible for any mistakes made to the style if it is as a result of a dog's behaviour.

**Severely matted**

**Coats** - Pawfection expects all dogs to be presented with a well maintained coat which is free from matt's. If this is not the case the owner is asked to inform Pawfection prior to the appointment so that extra time can be allocated. Grooming a dog with a matted, dirty or neglected coat makes the grooming process longer and more difficult. To avoid causing discomfort and stress a matted coat will be removed by electric clippers. Pawfection will try to contact the owner before this procedure is undertaken if it has not been previously discussed. The owner must be aware that this may cause irritation and Pawfection will not be held liable for any after grooming effects. Each dog will be assessed on an individual basis and charges will apply accordingly.

**Payment** - All grooming fees must be made to Pawfection on the delivery of your dog by cash or cheque. Any cheques returned due to insufficient funds will be subject to all bank charges that the cheque incurs.

All surfaces and grooming equipment is cleaned and sterilized after each session to protect other dogs from risk of any illness, disease or infection.

Dogs that are seen to be sick and unwell or sedated will not be accepted for grooming.

All dogs are to be fully up to date with vaccinations, worming and flea treatments.

**Please sign below**

**Date**

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**Dogs name and breed**

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