



Shampoooches  
14 St Marys Street  
Thornbury  
Bristol

### ***Terms & Conditions***

Our philosophy is to provide a stress free, relaxing grooming experience for all pets. Your pet's safety and comfort are our priority. We will not perform any procedure that causes pain or a level of stress we deem excessive. This includes expressing anal glands and, in some cases, nail trimming.

- 1. Health:** My pet(s) is fit, healthy and free of any contagious diseases. I have advised Shampoooches of any medical, physical or behavioural issues such as allergies, sensitivities and pre-existing conditions. This includes, but is not limited to, prior surgeries, joint or hip issues, warts, moles, ear infections or skin problems. I understand that if I have a senior pet, my pet may have a higher risk of adverse reactions to grooming & potential levels of stress. Shampoooches will not be responsible where such unfortunate events occur.
- 2. Injuries:** Shampoooches does all that it can to avoid injury but occasionally accidents happen or health issues become apparent that require urgent medical attention. In the event of an emergency, I give permission for treatment to be given by the vets used by Shampoooches which are local to the salon.
- 3. Vaccinations:** All my pet(s) vaccinations, flea and worming medications are up to date. These vaccinations include Canine Parvovirus, Canine Distemper, Canine Parainfluenza Virus, Infectious Canine Hepatitis, Kennel Cough and Leptospirosis. Shampoooches will not groom any pets not up to date with their vaccinations. Our salon is regularly disinfected and cleaned between each pet and aim to keep each customer separate, however we are not responsible for any illness or disease that your pet may come in to contact with.
- 4. De-Matting and Shaving:** If your pet(s) cannot be humanely de-matted without causing stress, we will contact you to ask permission to shave them

entirely in order to start over with the coat. A matted coat can cause numerous health conditions including itching, irritation and skin conditions, therefore shaving is best for the wellbeing of your pet. Removing a heavily matted coat has risks of small cuts and abrasions. Heavy matting can also trap moisture near the pet's skin allowing fungus or bacteria to grow causing skin irritations that exist prior to the grooming procedure. Shampooches is not responsible for any pre-existing conditions due to a matted coat.

5. **Behavioural Issues:** Shampooches will always endeavour to create a calm and relaxing environment for your pet. However, some pets may be uncomfortable with the grooming process due to previous experiences or other reasons. Therefore, Shampooches may require the use of a muzzle and/or restraint for both the pet and groomers' safety. Shampooches reserves the right to refuse service prior, during or following a groom.
6. **Appointments and Cancellations/No Show Policy:** If you cancel less than 24 hours prior to the appointment then 50% of the grooming fee will be payable, although Shampooches will use their discretion in certain circumstances. If you do not attend your appointment without having given prior notice then the full fee will be payable.
7. **Sitting Fee:** Owners must collect their pet(s) at the time stated. Shampooches will contact the owner approximately 20 minutes before the pet(s) is ready. Late collection will be charged in addition to the groom at £5 for every 10 minutes elapsed.
8. **Photographs:** All photos taken of your pet(s) while at our facility are property of Shampooches and may be used in promotional material, including but not limited to print, video and internet with your consent.

### ***Release Form***

I understand and agree to the Terms & Conditions stated above during the grooming and care of my pet(s) at Shampooches. I hereby authorise the attending veterinarian to treat any of my pets as listed above and I accept full responsibility for all fees and charges incurred in the treatment and transport of any of my pets.

Shampooches is authorised to transport my pet(s) to and from the veterinary clinic for treatment or to request "on-site" treatment if deemed necessary. If I cannot be



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reached in case of an emergency, Shampoooches shall act on my behalf to authorize any treatment excluding euthanasia.



Printed \_\_\_\_\_ Signed \_\_\_\_\_ Date \_\_\_\_\_