



ALL 4 PAWS Grooming Policy

By booking an appointment with All 4 Paws you are agreeing you have read, understood and accept this grooming policy and shaving agreement.

If you have any questions at all, please do not hesitate to ask



Lateness / no-shows

You will receive a reminder via text and/or email the day before your appointment. If you can no longer attend, please try give us a minimum of 24hrs notice so we can rearrange your appointment and have time to fill the appointment slot with another dog.

If you are more than 10 minutes late to your appointment, although we try to accommodate as much as possible, we reserve the unfortunately must retain right to refuse service. We allocate a time slot to groom your pet and arriving late may mean that we unfortunately no longer have the time to carry out the required service to the standard we would like.

Being late or not turning up to your appointment may incur a no-show fee of £15 or a compulsory non-refundable deposit to secure future appointments.

Please be on time to collect your pet. We will give you a rough estimate on the duration of the appointment when you drop off your pet and contact you before we are done to give you enough time to get back to the salon. Regularly being late to collect your pets impacts subsequent grooms we have booked in and so may be subject to a charge of a late collection fee of £5/15 minutes after the first 15 minutes of lateness. We appreciate things can happen so if you think you may be late or delayed, please just let us know 😊



Intact Male Dogs

Please discuss with me if your male dog isn't neutered so I can plan the most appropriate grooming appointment

Care between appointments

We strongly recommend that if you are able, that you groom your dog longer coated or curly haired dogs between appointments (at a minimum brushing twice a week if you can) to ensure their optimum care and minimize any discomfort when they attend their grooming appointment. We can advise on suitable brushes for this, please just ask.

If you are unable to brush between appointments, please consider increasing the regularity of your grooming appointments for your dogs comfort

Matting in dogs fur

Matts are not simply knots which we can brush out with the correct bathing procedures and product; matted fur is much tighter, constantly pulls on the skin and does not brush out. Matted fur in dogs cuts the airflow to the skin, this can then trap moisture which can cause irritation and sores, and in severe causes can cut off circulation and cause hematomas. Mats not only look unsightly but are detrimental to your dogs wellbeing. Brushing regularly prevents mats forming. Please do not cut matted fur out yourself, I will be happy to do it for you safely, just contact me.



Frequency of Grooms

This is breed dependent and a frequency will be suggested at consultation but is usually between 4-8 weeks. This ensures optimum care of your dogs' skin and coat and their wellbeing. The more regular the appointment the easier your dogs coat will be to manage and the more comfortable they will be coming to me as we will build a trusting relationship.

Refusal of service and aggressive dogs

We all have the right to work in a safe environment and therefore reserve the right to refuse any groom or treatment at any time.

If your dog shows signs of aggression and/ or biting but the groomer feels the groom can continue they may use an appropriate safe muzzle, please let us know if you do not wish this to happen. If this is not feasible or this could cause the dog undue stress the groom will be terminated immediately, and full/ part groom fee may be required. **We will always put the welfare of the dog first.** Very aggressive, fearful dogs may need grooming at your vet where they can be medicated to keep them calm.

We expect any known behavioral problems to be declared on your new client form



Additional charges may apply for extra time required due to a dog's temperament or behaviour during a groom or treatment

Please consider settling in/ introduction to grooming sessions with us prior to booking full grooms should you feel your dog be nervous or may need extra reassurance to build trust and be more comfortable. We will happily accommodate this

Your pet's safety and comfort are our priority

Please ensure that your dog has been given the opportunity to relieve themselves and walked prior to the grooming appointment as this will ensure that they are not stressed or agitated and get the maximum enjoyment from their grooming experience.

We will not perform any grooming procedure that causes pain or a level of stress that we think is excessive. In some situations, this can include nail trimming however we will also aim to at least file.

Only grooming work that your dog will tolerate will be carried out as we will not groom any dog if it causes them any undue stress.

All work you, as the owner have requested will be attempted, however if your dog does become unduly



stressed, we will groom your dog to ensure his cleanliness and comfort only but the full groom charge will be applied.

Please note that although we aim to groom your dog to the style you require, some factors may affect this such as coat type, thickness and dog temperament.

You as the dog owner, will advise us of any medical, physical, emotional issues, allergies, sensitivities, or pre-existing conditions and any treatment they are receiving via the new client form prior to grooming taking place. Such conditions may include, but are not restricted to, prior surgeries, hip or joint issues, warts, moles, ear infections or skin problems.

In the event that we discover any conditions or problems we will notify you when you collect your dog, or in urgent cases we will contact you immediately. We cannot be held responsible for any conditions or problems discovered during grooming or associated treatments.

It is your responsibility as a dog owner to make sure that your dog is free from any parasites before entering the salon.

Should we when grooming find that your dog is carrying fleas, you as the owner agree to pay any associated costs outlined on the price list to cover the extra time for bathing, removing fleas and the addition of a flea shampoo and additional clean dog procedure post appointment

Any ticks found during grooming will be removed with a specialist tick removing tool.



Anal Glands

We do not offer any anal gland emptying as this procedure is recommended to be carried out by a veterinary surgeon. (As per the veterinary surgeon's act 1966)

Ultrasonic teeth cleaning (Emmi-Pet)

This method of dental cleaning is highly effective in removing mild tartar, improving gums, breath odour and overall oral health, All 4 Paws Dog Grooming cannot guarantee the results, effectiveness or suitability for individual pets due to varying external factors.

If dogs become distressed or we discover anything likely to cause discomfort to your pet, we will discontinue immediately and inform you. The best approach to solve this will then be discussed with you.

Each pet will have its own tooth brush head that will not be used on another dog. This is purchased at the initial treatment and will be replaced after 20 treatments or sooner if required. Some pets may chew the brush head, if this is excessive it may need replacing sooner to maintain effectiveness.

Brush heads will require replacing after 1 year regardless of number of times they have been used.

If we feel any teeth are loose or at risk of becoming loose when the tartar comes off we may request you get your pets'



teeth checked at your veterinarian before treatment. It is possible that the tartar build up will be too great and then a veterinary dental may be necessary initially and then follow up ultrasonic maintenance visits with us.

All 4 Paws Dog Grooming cannot be held responsible for any problems occurring from poor dentition before, during or after any ultrasonic treatments.

All 4 Paws Dog Grooming ultrasonic treatment is not a veterinary procedure and All 4 Paws Dog Grooming cannot diagnose any problems with your dogs mouth. Please have any advisories checked by your veterinarian.

You understand that the effectiveness of the ultrasound teeth cleaning is based on frequency and that optimum oral health might only be achieved by keeping to the frequency recommended by All 4 Paws Dog Grooming.

By booking for this procedure, and accepting the grooming policy, you agree to the above terms and Conditions.

Payment

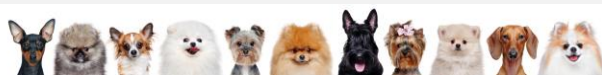
Full payment is required upon completion of groom. We accept either bank transfer or cash.





ALL 4 PAWS Shaving Agreement

If during your consultation or at the start of a groom, we notice your dog has some matting we will always put welfare



first in accordance with our de-matting policy and the Animal Welfare Act (2006)

Please note the following regarding matting in dog fur:

As a result of noted severe mats, we may have to shave your pet short, either in just some areas or all over, in order to remove the matting and make your pet more comfortable. Although we will attempt to brush out the coat wherever possible, excessive brushing will cause undue stress, skin irritation and will not make the groom the enjoyable experience we would want for your dog.

By booking your grooming appointment you understand the following and accept our shaving agreement however we will call you first.

- We need to shave your pet very short, even close to the skin, to remove the matting which is causing your pet discomfort
- Shaving matts from a dog means shaving very close to the skin which may already be irritated due to the mats and the hair is being pulled because of the tight mats
- All shaving will be done slowly and with extreme care however removing a heavily matted coat runs the risk of nicks, cuts and abrasions due to warts, moles and skin folds tapped or hidden within the matted fur.
- There may be an extra charge for de-matting due to the additional time taken and extra wear on tools.



- Shaving very tight mats where the circulation may have been cut off may result in the dogs experiencing a tingling feeling as the blood rushes back to the surface which can make them itch or shake the effected body part. In very rare cases near the ears this rush of blood and/or shaking can result in a hematoma. If at all concerned please contact your vet.
- You may not receive to look and groom you anticipated in this appointment - welfare is our main concern. As a groomer, we cannot be held responsible for not achieving the desired result on this occasion however with proper care this can be avoided for future grooms and together we will work together to get the groom you would like
- Please be aware that failure to maintain regular brushing and grooming between appointments may result in further matting so please try brush at least twice a week.

