



Terms and Conditions of using East Durham College's Dog Grooming Service

East Durham College will endeavour to ensure that your pet is safe always during its treatment. To ensure that this is done to the highest standard we ask that the following terms and conditions are adhered to for every treatment.

All owners will be asked to complete a declaration form to ascertain the general health and condition of the dog before treatment. If any of the information given leads the staff (or students) to believe that a dog may be at risk the treatment may not go ahead.

1. All owners must complete a self-declaration form before any treatment takes place. This needs to be completed immediately before the session takes place to ensure that the answers to the questions are given about the current condition of the animal.
2. Acceptance of dogs is at the discretion of the member of staff.
3. You must be confident and confirm that the dog is fit and healthy and up-to-date with its vaccinations.
4. We will not treat a dog with a flea infestation.
5. Any dog who shows aggression to people or other dogs will not be accepted for grooming.
6. You will not be allowed to stay with your dog during the grooming process other than in extremely exceptional circumstances and at the discretion of the member of staff in charge.
7. If your dog is matted we will not subject them to stress, therefore we cannot guarantee that a whole treatment can take place in one session. The treatment may need to take place over more than one session.
8. We do not accept liability for any other effects following the treatment of a matted dog. This can include irritation, redness, abrasions or nicks.
9. East Durham College will not accept financial liability for any vet treatment required because of the treatment of a matted dog.
10. A dog's coat should be maintained between professional treatments to ensure that matting does not occur.

11. You must declare all medical conditions, current or recent treatments that your dog is receiving/has received.
12. You must feed your dog at least two hours before grooming (unless diabetic)
13. You must ensure that your dog can relieve itself before treatment.
14. We only accept payment by cash.
15. If your dog requires medical treatment whilst in our care, we reserve the right to the preferred College vet. If the care is required because of owner neglect, you will be charged for this treatment.
16. We will make every effort to contact you if medical treatment is required however if it is urgent we will go ahead with care without verbal consent. Signing of the self-declaration form is classed as consent for treatments should it be required.
17. We reserve the right to muzzle your dog if it represents a danger to any other dog or person.
18. Your dog will be kept in a cage before and after treatment.
19. You must collect your dog at the agreed time; if you are late an additional fee will be charged.
20. Elderly dogs may be subject to greater stress during treatment, please make sure your dog is healthy enough to undergo treatment.
21. We do not accept sedated dogs under any circumstances.
22. We do not accept pregnant bitches or bitches with pups.
23. We request 24 hours' notice if you need to cancel your pet's appointment. ***We may charge an admin fee of up to 50% if a cancellation is made without 24 hours' notice.***
24. Your dog will be photographed before, during and after its groom.

Owners name (Print)			
Signature (Owner)		Date	
Staff name (Print)			
Staff Signature		Date	