

Groomology – Terms and Conditions of Service & Consent Form

Before Groomology carry out any treatment on your dog please read this document then complete all sections of this form **IN BLOCK CAPITALS** and sign the last page. Thank you.

DOG INFORMATION

Name		Breed	
Sex	Male / Female	Age	
Colour		Spayed/Neutered (circle one) YES / NO	
Are all vaccinations up to date? (circle one):		YES / NO	

OWNER CONTACT INFO

Name		Email	
Address			
Home Tel		Mobile	

ALTERNATIVE/EMERGENCY CONTACT INFO

Name		Phone	
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VETERINARY/HEALTH INFORMATION

Practice name		Phone	
Address			
Current health conditions/medication and/or special needs			

Specific grooming instructions	
Permission to shave large mats too painful to brush out?	YES / NO
Permission to groom shorter/shave all over due to matting?	YES / NO

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I, the undersigned, hereby acknowledge and agree that all the information provided in this Groomology – Terms and Conditions of Service & Consent Form is complete and accurate to the best of my knowledge and agree to treat all confidential information of Groomology as confidential.

PLEASE READ CAREFULLY. THIS AGREEMENT SETS OUT THE TERMS AND CONDITIONS OF SERVICE PROVIDED BY GROOMOLOGY.

DO NOT SIGN THIS AGREEMENT UNLESS YOU fully understand what you are signing.

In consideration for my dog being permitted as a client at Groomology, I make the following representations and agree to all of the following terms and conditions:

1. CONSENT. I, or any representative acting on my behalf for the services provided under these terms and conditions, entrust my pet to Groomology for the purpose of grooming my dog. I understand and am aware that all due care will be taken with my dog for the safety of the dog and the groomer. I am aware that any neglect, on my part as the owner/parent, of my dog's coat can be a cause for problems after grooming, such as clipper/brush irritation. If my dog wriggles or does not remain still during grooming, I accept that accidents can happen such as nicks/scrapes from clippers or scissors and that Groomology shall not be held liable.

2. MATTED COAT. I am aware that if my dog's coat is matted, I have the following three (3) options: (a). I can brush the coat out and return at a later time for grooming. (b). Groomology will de-mat my dog, which will *incur additional charge*, to the regular grooming fee if it does not overly stress my dog out. I understand that time and costs associated with de-matting are unpredictable and subject to the particular condition of the dog. (c). Request a shave off and start over. Additional fees may apply. I acknowledge that my option is final and Groomology shall not be liable as to the outcome.

3. PRODUCTS. I understand that Groomology shall use high quality grooming products and have my dog's best interest at heart. Groomology will report any marks, lumps, cuts, skin issues to me the owner/ parent of my dog. Groomology shall not be liable for any adverse reaction by my dog to any of the grooming products used by Groomology.

4. PERSONAL PROPERTY. I agree that Groomology shall not be responsible or liable for any loss or damage to personal property belonging either to my dog or me, whilst at any Groomology salon. I also understand and agree that my dog's collar may be removed in the grooming area to prevent injury to my dog.

5. RIGHT TO REFUSE SERVICE. Groomology has the right to refuse service for any reason it deems. In the event of a dog that cannot be groomed safely without danger to the groomer/employees/ or others, Groomology will use muzzles, collars, slings, straps, etc. Grooming services may be stopped mid-groom if necessary for the safety of the dog or groomer. Grooming fees shall still apply.

I (owner/parent) understand that if my pet has a history of aggression or biting, Groomology reserves the right to refuse service, and all bites maybe reported by Groomology to the local authorities as required by law. I understand that I shall be liable for any medical care expenses and damages resulting from such injuries caused by my dog.

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6. DOG PHOTOS AND VIDEO RELEASE. I agree to allow at any Groomology salon, its owner, employees, and agents to use my dog's name and any images or likeness of my dog taken while at the grooming salon, in any form or format, for use, at any time, in any media, marketing, advertising, illustration, trade, or promotional materials. I acknowledge that I shall not have any proprietary interest in Groomology Trademarks.

7. Unless deemed necessary, I understand that dogs shall be groomed on a one-to- one basis, and that Groomology will not crate my dog.

8. DUTY TO DISCLOSE. I have disclosed and will continue to disclose on an ongoing basis, all medical and other conditions, including but not limited to personality concerns or behaviours that may affect, limit or prevent my dog being groomed at Groomology. Any changes in medication should be disclosed before or at the next appointment.

9. LATE COLLECTION I agree that I am liable for an extra £5* charge for every 15 minutes I am late collecting my dog and this charge will be paid pursuant to section 10. I am happy for Groomology to call me 15-20 minutes before the end of the groom to allow me time to collect my dog.

10. I agree to pay for my dog's groom at the time of collection, either by cash or card. Alternatively, and by agreement by Groomology, I may pay by bank transfer and payment shall be made within 24 hours of the date of the groom. Any late payment may incur additional charges, which will be advised at the time of notification of such late payment.

11. By signing this agreement I agree to Groomology keeping all my personal data enclosed in this agreement until otherwise notified.

I, or any representative acting on my behalf for the services provided under these Terms and Conditions of Service, agree that all terms and conditions of this agreement shall prevail despite any statute of law that would otherwise protect me or my dog(s).

Finally, to SECURE MY FIRST GROOMOLOGY APPOINTMENT I WILL PAY A 50% DEPOSIT no later than 72 hours ahead of my appointment. I understand MY BOOKING IS NOT CONFIRMED until I have both paid and had an acknowledgement message from Groomology. If payment is not made 72 hours prior to my appointment, Groomology reserve the right to assume I no longer want it and can therefore reassign the slot without further notice.

Owner's signature _____

Print Name _____

Date ____/____/____

* rate correct as at Oct 2021. Subject to review.