

# CLOVERLEAF TERMS AND CONDITIONS

All client data is confidential. It will not be disclosed to or shared with any 3rd party.

## **1. YOUR PET'S HEALTH & WELFARE**

Whilst your pet is in Cloverleaf's care its health & welfare is our primary concern. Although extremely unlikely, accidents can happen. In the event of an incident or serious medical issue arising during your pet's stay you authorise Cloverleaf to seek emergency veterinary treatment, or to give first aid treatment as appropriate.

Your pet will only ever be groomed according to its tolerance of the process. If your pet is fearful of any of the procedures employed in pet grooming, a workaround or alternative will be employed. Occasionally during grooming a pre-existing medical condition may be discovered which you may not have been aware of. I will notify you of this so that you can seek Veterinary advice.

## **2. GROOM FEEDBACK**

You will be given detailed feedback after every groom. If you have queries, need clarification or want further information, please just ask or contact Cloverleaf at a later stage. If you are dissatisfied with any aspect of your pet's groom, please let your groomer know before you leave. Reasonable requests to alter the trim will be dealt with immediately or changes noted for the next groom. Cloverleaf is more than happy to disclose any details about your pet's groom or advise you about how best to care for your pet's coat. If for whatever reason you want- or need to change groomer your pet's grooming details & tolerances can be passed on with your authorisation.

### **2.1 PRICING**

Starting prices are for pets:

- used to being professionally groomed on a regular schedule (a MINIMUM of once per season, 4 times per year)
- whose coats are well maintained between professional grooms (kept tangle, knot & matt free by regular brushing or combing)

You can reasonably expect to pay more than the starting price for:

- Matted, poorly maintained &/or overgrown coats
- Pets which are difficult to manage or unco-operative during grooming
- Overweight pets
- Timid, anxious or nervous pets, require frequent breaks & may need special handling
- These cost more - time, labour &/or product. The costs are passed on to you.

All grooming costs are payable in full at the time you collect your pet.

## **3. PHOTOGRAPHS**

Your pet may be photographed and/or videoed during its stay at Cloverleaf, whether for grooming, day care or behavioural issues. Media may be used as part of the Cloverleaf marketing strategy.

## **4. TIME KEEPING**

Please be punctual. I work by appointment. The appointment slot allocated for your pet has been booked at your request. Cloverleaf does not double book appointments; a no-show is lost income.

Please phone Cloverleaf if you are running late. It is understand that from time to time unforeseen circumstances may arise.

**4.1 HOWEVER ...** Collection later than 20 minutes after the scheduled time will incur a fee of £5 for the first half hour then £5 per hour or part thereof thereafter. Your pet may need to be caged during this time. If you need an earlier drop off/later collection time due to other commitments, please discuss this with me when booking. A sitting fee of £10 per half day will apply for dogs not in the day care facility.

If your pet is collected after closing time a late pick up and/or sitting fee of £5 per 15 minutes applies. If you incur any of the above mentioned fees, they are payable in full at the time you collect your pet.

## **5. CANCELLING YOUR DOG'S APPOINTMENT**

Cloverleaf respectfully requests 72 hours notice if you need to cancel your pet's appointment.

## **6. NO-SHOWS & LATE CANCELLATIONS** (of less than 72 hours/3 days)

A minimum £15 no-show/late cancellation fee will be levied for grooming appointments, a minimum charge of ½ the cost of day care or a behavioural or training consultation will be charged for these services.

A non-refundable deposit of the starting price of the groom will be levied to secure a new appointment slot.

If you incur any of the above mentioned fees, they are payable in full before your pet's next appointment.

Repeat offenders may be declined future services.

## **7. NEGLECTED & MATTED COATS**

In the event that your pet's coat needs to be clipped down to release it from matting or coat neglect, Cloverleaf, its owner and operator are not liable for any post-grooming effects of this procedure, which is not without risk.

Any humane de-matting will be undertaken solely at my discretion, in compliance with The Animal Welfare Act. De-matting during a routine groom is limited to a maximum of 15 minutes.

A coat which is moderately (>1cm from skin) to severely (<1cm from skin) matted – &/or with matts of 1cm or larger - in 4 or more of the following areas is likely to be partially or completely clipped down:

Behind ears, collar area, ruff, right hand side body, left hand side body, >10% of body coat, 'armpits', rear inner thighs & groin, undercarriage, sanitary/genital area, base of tail, rump & hocks, tail, legs, feet (top) or (under), between toes, other (eg. cheeks, crown/head).

You will be given an estimate of how long matt release is likely to take & an estimated cost for the procedure.

A clipdown consumes significantly more time, labour, product & tool/equipment wear-&-tear than a routine trim done as part of a grooming session. All clipdown costs are payable in full at the time you collect your pet.

## **8. AGGRESSIVE & POORLY SOCIALISED DOGS: THE DANGEROUS DOGS ACT**

Cloverleaf reserves the right to refuse to any pet at risk of harming itself, other dogs, Cloverleaf staff or members of the public. If your dog is accepted for grooming or day care & displays aggression during its session you will be contacted to collect it. The full starting price of the session will be levied.

You must inform Cloverleaf if your dog has ever bitten or displayed aggression. Failure to disclose this information may result in refusal of further services.

Your attention is drawn to the Dangerous Dogs Act, which holds owners liable for bites and injuries caused by their dogs.

## **9. COLLECTION AND DROP OFF SERVICE**

Cloverleaf does not offer a collection and drop off service except in exceptional circumstances. There may be a charge of £5 per trip levied if you request that your dog is collected and/or returned to you.

Accidents do happen and Cloverleaf will not accept liability or responsibility for any illness or injury incurred during the transportation process.

## **10. INJURY OR ILLNESSES**

If your dog causes an injury or illness to another animal in the care of Cloverleaf, or to a member of the public or to Cloverleaf staff, you are responsible as the owner of the dog and under the Dangerous Dogs Act.

You accept that by allowing your dog to attend grooming or day care that it will come in to contact with other dogs, all care will be taken to ensure incompatible dogs are not allowed to come in to contact with each other. Occasionally dogs will disagree and have a fight; all fights will be broken up as soon as possible.

During your dog's stay at Cloverleaf your dog will be walked, as often as possible this will be free running in the countryside. By leaving your dog with Cloverleaf you are accepting that at times your dog may be transported to a suitable walking area. Your dog will be free to interact with other dogs and with the environment; it may decide to go into water areas, eat the faeces or carcasses of wildlife or chase wildlife there are risks associated with these activities, it is advisable that your dog is covered for leptospirosis. Dogs in for a grooming service will be provided with toilet breaks as needed.

Dogs will be provided with suitable toys; some dogs may chew and destroy toys. Cloverleaf will not be held responsible for any injury or illness caused to your dog in such circumstances.

## **11. LOOSE DOGS**

Occasionally dogs will not return to their handler, in these circumstances you will be informed as soon as possible; it is your responsibility to attend your loose dog, within a reasonable time frame. Cloverleaf has responsibility for more than one dog and cannot jeopardise other animals in our care. In the case of a loose or missing dog the authorities will be informed. It is the owner's responsibility to ensure their dog has a good recall and any costs incurred in retrieving your dog will be at your expense.

Please inform Cloverleaf at the start of your dog's session if it must be kept on a lead while being exercised.

## **12. CONFINEMENT**

Your dog may be confined to a crate during its stay at Cloverleaf, this will be for safety reasons and your dog will not be left in a crate for more than 4 hours at a time without a break

Cloverleaf's aim is to keep crating to a minimum, but there are times when dogs need to rest, are incompatible or there is insufficient staff members to ensure adequate supervision.