

sMARTs Dog Grooming Terms and Conditions

Dogs are accepted for grooming at sMARTs under the following Terms and Conditions. These conditions do not affect your statutory rights.

1. A pre-groom consultation questionnaire/client record must be completed, signed and dated prior to the dog's first groom by sMARTs. This will form the basis of the client/dog record and groom history which will be updated on subsequent visits.
2. Any grooming of a dog which takes place at sMARTs will be taken at the owner's own risk. Owners should be aware that grooming may expose pre-existing health/skin problems for which sMARTs cannot be held responsible.
3. During the grooming process sMARTs will take the utmost care to ensure the health, safety and wellbeing of your dog, however, accidents may vary occasionally happen. The equipment used at sMARTs is very sharp; therefore there is the slight possibility that the dog may be accidentally nicked/cut. It must be stressed that such accidents are extremely rare at sMARTs but there is a minimal risk involved.
4. If the services of a veterinary surgery are required in the case of an incident, accident or serious medical problem occurring during grooming, the owner authorises sMARTs to obtain at the owner's expense, necessary veterinary treatment for dog.
5. It is the aim of sMARTs to make every dogs grooming experience as stress free as possible. Therefore, sMARTs will not demat coats when doing so may cause the dog stress, pain, injury or suffering. sMARTs will strive to act in the dog's best interest and will remove matted coat/knotted coat in the most humane way possible. As such owners must be aware that in such cases dogs will be clipped for their welfare and comfort, the dog's wellbeing always comes first. In conjunction with the rules set out by The Animal Welfare Act 2006, (clause 5 - Animals is to be protected from pain, injury, suffering...) See [Matted Coat Release Form](#).
6. Owners of dogs that are overdue for grooming/trimming, matted and/or badly behaved dogs will be charged extra. There will also be an extra charge for dogs that are found to have fleas.
7. Missed appointments will incur a minimum fee of 50% of the standard grooming charge for your dog and will be due before further appointments will be booked. Repeat missed appointments will result in refusal of service. sMARTs provides a courtesy reminder call prior to your appointment. Failure to receive this call does not pardon you of the responsibility to keep your appointment. A 24 hour

cancellation notice is required for all appointments. If sMARTs does not receive minimum 24 hours notice, a rebooking fee will be applied.

8. Dog owner agrees to inform sMARTs prior to grooming if their dog has ever bitten or shown aggression at any time. Failure to disclose this information may result in refusal of further services and a minimum charge of £100 being levied, regardless of whether grooming services are completed or not. In conjunction with the Animal Act 1971, an owner will be held liable for all injuries caused by their dog when aware that the dog may cause injury.
9. The dog owner consents to the use of their dogs photos taken by sMARTs for promotion purposes e.g. website, facebook, twitter, etc.
10. I, as that when I hand over your dog you check that you are happy with the way he/she has been groomed. If there is anything about the groom that you would like altered, please advise me prior to leave the van. I want to work with you, in order to achieve the look you want for your dog so please talk to me.

Finally...

sMARTs reserves the right to refuse service for any reason. Last Name _____
Dogs Name _____

I agree to all the aforesaid terms. I agree to provide the groomer with all medical and temperament information and to keep the groomer updated to changes in my dog's health and behaviour.

I understand that failure to inform the groomer of any health or temperament changes may result in additional costs and refusal of further grooming. This is for the safety of my dog as well as the groomer.

Most dogs require 1.5 to 3 hours or more depending on the size of the dog, the condition of the dog and the clip or style required. sMARTs will give an estimated time or call when the groom is completed. I will be at present at beginning and end of the groom.

Owner's signature _____ Date _____