

Customer Declaration:

Dogs will be accepted for grooming after the Owner (or other responsible person) has filled in and signed a **Customer Declaration Form**. By signing the form, you are deemed to have accepted those Terms and Conditions, however; if we groom your dog in the absence of a signed CDF, you are deemed to have accepted the Terms and Conditions set out here, which are subject to change at any time. We will only release dogs to the original person who dropped them off, unless previously agreed.

Matted Dogs:

If we feel that de-matting your dog would cause too much stress or discomfort we may recommend a complete shave down/clip off. In the event of any dog needing a shave down/clip off, the owner should be aware that irritation may occur from the shaving process, as well as uncovering nicks, cuts or other potential problems. The owner agrees that The Woof Wagon and/or its staff will not be held liable for any after-grooming effects of matt clipping procedures or problems "uncovered" by clipping off a badly matted, neglected coat. This could include, but is not limited to the following: itchiness, skin redness, irritations or abrasions however caused, post groom furunculosis, pyoderma - superficial or deep and/or pyotraumatic dermatitis. By carrying out this procedure your dog's appearance will dramatically change and their hair will be very close to the skin. The grooming of elderly dogs is undertaken completely at the owners risk. No dog will be subjected to stress or discomfort and all dogs will be groomed in accordance with **The Animal Welfare Act 2007**.

We photograph and/or video every case of neglect brought into the Salon for grooming and we also save a sample of fur. We reserve the right to use these items as we deem appropriate.

Dangerous Dogs:

The owner (or other responsible person) agrees to inform The Woof Wagon prior to grooming if the dog has bitten or has aggressive tendencies. The Woof Wagon reserves the right to muzzle your dog or ask you to muzzle your own dog or to refuse to groom it if it represents a danger to our staff or other dogs in the Salon. Unless this has been discussed and agreed beforehand we reserve the right to turn your dog away without grooming it - however the full starting price for your groom will still be charged because at that point we cannot fill your appointment.

Normal Condition:

It is assumed that you will bring your dog into the Salon in Normal Condition. That is; that you groom your dog at home (right down to the skin) regularly between appointments, and that it you will present your dog at the Salon in an unmatted and **dry** state. *Any condition other than "Normal" will most probably take us longer to deal with and will therefore incur additional charges.* We are a **flea-free** premises and intend to stay that way. If your dog has fleas or you suspect any parasite infestation, please advise us at the time of booking the appointment and the options can be discussed. If we discover fleas on your dog during the grooming process we have no option but to bath your dog in a suitable shampoo in order to prevent any infestation in our premises and your home. A minimum charge of £10 will be added to your bill to cover the additional shampoo, time of post groom fumigation, so please remember to keep up to date with your treatments.

Canceling your appointment:

When you make an appointment with The Woof Wagon you are obliged to pay for it as we will turn other customers away under the assumption that you are coming. We are a busy Salon and can generally fill your slot - **given 2 to 3 working days notice**. But you cannot cancel your 9am, Monday morning appointment on Sunday evening and expect to dodge the fee! If you arrive more than 20 minutes late for an appointment, without contacting us, we may have to reschedule your appointment and reserve the right to charge a cancellation fee.

Wee Wee's Please!

Please ensure your dog has had an adequate chance to relieve itself before you come to the Salon. We do not have the time or the facilities to do this for you. Please bag up your dog's mess and put it in the bin if your dog has an accident outside our salon.

Unfortunately teeth cleaning and anal gland expression are deemed to be "veterinary procedures" by some vets and therefore under the Veterinary Surgeons Act we are now prevented from performing these services for you unless you obtain veterinary permission for us to do so on your behalf.

Payment:

The Woof Wagon only accepts cash at the present time.

Daycare:

Although we would love to be able to, we are not able to offer daycare but this is something we will be looking into in the future.

Finally:

If you are unsure which tools and / or products to use to groom your dog with between appointments please ask, we're happy to help and advise you.