**Client Registration Form**

Dog’s Name: ………………………………………………………………………………………………..…………….…

Breed: ..…………………………………………………………………………………………………………................

Grooming Requirements (delete as appropriate):

Full Groom/Nail Clipping/Bath & Brush/Puppy Pamper/Hand-stripping

Owner Full Name: ……………………………………………………………………………………………………….…

Owner Address: …………………………………………………………………………………………………………….

Owner Contact Number: ………………………………………………………………………………………………..

Owner Email Address: ……………………………………………………………………………………………………

Emergency Contact Number (if different): …………………………………………………………………………

Veterinary Name & Address: ……………………………………………………………………………………………

Veterinary Contact Number: …………………………………………………………………………………………...

Anything we should be aware of: i.e. injuries, aggressiveness, pregnant, skin conditions etc ……………………………………………………………………………………………………………………………………

**I have completed the Client Registration Form and read and understood the T&C’s and agree to abide by these T&C’s**

Signed: ……………………………………………………..…………..…...… Date: ……………………………………

**Terms & Conditions**

**Dogs are accepted for services under the following Terms and Conditions.**

**Client Registration Form and T&C Agreement**

All owners are required to complete a Client Registration Form and T&C Agreement prior to service being carried out on their dog at Valence Grooming Ltd. We need all dogs to be up-to-date on their vaccines and dewormed regularly using vet recommended parasite-control products. For the safety and health of other dogs, dogs with contagious diseases or parasites, or displaying signs of illness will not be accepted for any service at Valence Grooming Ltd. If a dog shows signs of any disease and or parasites while in our care, we will isolate them from the other dogs, and the owner will be required to collect them immediately.

By completing a Client Registration Form, you confirm your agreement to these terms and conditions.

**Veterinarian Liabilities and Care**

If your dog becomes unwell whilst in our care, or in the case of an emergency, owners will be contacted for permission to take their dog to a Veterinarian Practice for treatment. In the situation, where the owner and the emergency contact are unreachable, and the dog’s health is at serious risk, we will take the action that is in the best interest of the dog. All vet costs shall be at the owner’s expense.

If you believe that your dog has been injured due to the grooming process, we will require a full written veterinary report stating the cause of injury whilst in our care for us to accept any liability.

**Accidents**

There is always the possibility that an accident could occur. Even though we use extreme caution and care in all situations, possible problems could arise, including cuts, nicks, scratches, the quickening of the nails. In most cases, this can happen when a pet is wiggling or moving around. Every effort will be made to ensure your pet is groomed as safely as possible. However, some pets may have allergic reactions to grooming products or procedures.

**Anal Glands**

We do not express anal glands. Expressing of anal glands is a procedure that a healthy dog should perform naturally, and a veterinary surgeon should investigate reasons if the dog is not doing so. We advise that you should speak to your vet should you need advice regarding concerns relating to your dog’s anal glands.

**Health/Medical Problems & Senior Pets**

Some medical and psychological conditions can make grooming stressful on pets.

Please inform the groomer if your pet has been diagnosed with a heart problem, arthritis, back or neck problems or any other medical conditions.Every attempt will be made to minimise the stress, which could exacerbate a pre-existing problem. It may mean altering some standard procedures such as not expecting the pet to stand still for extended periods, which could change the final grooming appearance. If the pet becomes excessively stressed or show signs of medical compromise, we will stop grooming, and you will be contacted about the best way to proceed.

**Aggressive and Distressed Pets**

Owners must inform us, if the dog bites, has bitten, or is aggressive to people, other pets or specific grooming procedures.

We reserve the right to refuse or stop the grooming process at any time should a dog become aggressive or distressed to the point that they present a risk of injury to themselves, other dogs, groomer or other customers.

**Matted Pets**

At Valence Grooming Ltd, we will always put the welfare of the dog first and abide by the Animal Welfare Act (2007).

Dogs with matted coats need extra attention during the grooming session. Matts left in pets coats only grow tighter and can strangle the pet’s skin, even eventually tear it open. In cases where a dog’s fur is so heavily matted that it cannot be groomed out without causing a dog pain, Valence Grooming Ltd reserves the right to clip the coat very short in order to remove the matting and alleviate further suffering. It will change your pet’s appearance, as their hair will be short and close to the skin. It is not uncommon for underlying skin problems to present once the matted coat is removed and the skin may additionally show signs of irritation and sores due to the lack of air circulation and bacteria or dirt that has accumulated underneath. Occasionally there will be sores, wounds or infections that may need veterinary treatment.

**We will inform you of any such findings**

During the matting removal process, there is a much higher risk of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Every effort will be made to avoid this happening; where it does, it will be brought to the customer’s attention as soon as possible.

Valence Grooming Ltd will not be liable for any issue associated with the process mentioned above and any medical problems that may be uncovered and or occur during or after the de-matting procedure. Should your pet need veterinarian care after or during the process, you will be required to pay all veterinarian fees.

**Fleas and Ticks**

If fleas are found on your dog during the grooming process, your pet will be treated with flea shampoo, and you will be charged an additional fee. In case of a severe infestation of flees, we reserve the right to send your dog home without finishing grooming and charge will apply.

Ticks found on your dog will be removed if it is safe to do so. We strongly suggest you take your dog to be checked by your Veterinarian.

**Double Coated Breeds**

Clipping, shaving or short scissoring double-coated breeds can result in slow re-growth and occasionally failure of the coat to re-grow at all. In some cases, the coat re-grows but the colour and texture may be different. It is an inherent risk of clipping these types of dogs and should be seriously considered before proceeding. Shaving down heavily coated dogs does not offer relief from heat; it makes them less able to regulate their body temperature. We strongly advise not to clip double-coated breeds. They should be regularly bath, blow-dried and groomed by removing the undercoat.

**No-Shows & Cancellations**

No shows and last-minute cancellations (less than 48 hours) are subject to a full appointment fee per pet. We understand there may be emergencies, and we will work with you, but not on a continued basis. Please be respectful of our time as we are an appointment-based business, and another client could have taken your appointment if we had known.

**Dog Photos and Video release**

Valence Grooming Ltd has a right to use dog’s name and any images that were taken while the pet is at the grooming salon or in our care, for use, at any time, in any media, marketing, advertising, illustration, trade or promotional materials.

Please inform us if you do not wish your dog’s images to be taken and used by Valence Grooming Ltd.

**Personal Property**

Valence Grooming Ltd shall not be responsible or liable for any lost, stolen or damaged property belonging to either dogs or customers.

**Data Protection**

Valence Grooming Ltd respects and complies with the EU General Data Protection Regulations.

We are taking reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

We will notify affected users and the UK Information Commissioner’s Office within
72 hours in the event of a data breach. We are holding and processing only the data necessary for the completion of our duties. The information we hold is used to confirm/remind/arrange future bookings or arrangements and to make contact in the event of an emergency while your pet is in our company/care.

Valence Grooming Ltd reserves the right to move personal information to other services or systems, without notice to the client, which have been identified to benefit the service Valence Grooming Ltd provides.

We will not sell or otherwise share the personal information of any client/prospective to any other organisation.

We will disclose your personal information if we are required by law to do so.