



Terms and Conditions

All customers are responsible for keeping their pet up to date with their vaccinations.

If you arrive more than 15 minutes late, we cannot guarantee your full appointment time will be available.

If your pet is not collected on time (as stated in the grooming contract), Brambles reserves the right to charge an additional fee of £5 per 45 minutes for holding.

You must inform the groomer of your pet's medical condition(s).

We recommend puppies wait 2 weeks after their 2nd vaccination before booking a puppy groom.

We cannot groom any dog that has been microchipped within the last 24 hours.

The groomer has the right to refuse to groom any pet.

The groomer has the right to refuse any customer.

The groomer has the right to cancel any groom if it would affect the pet's welfare to continue.

The groomer has the right to cancel any groom if there is a risk of injury to the groomer.

Brambles grooming policy prohibits the grooming of any dog that is or has been crossed with a Pit Bull Terrier or any Wolfdog or hybrid. We will not groom any dog that is registered under the dangerous Dogs Act 1991, the Dangerous Dog's Act 1997 or any further amendments to this Act.

Brambles will not be held responsible for any loss of personal items during the appointment.

Whilst every care is taken of the pets being groomed, any pet left within Brambles is left entirely at the owner's risk.

Matting

During your consultation the groomer will discuss with you any requirements to manage matting. Due to the matting it may not be possible to initially achieve the style or cut you want; however, the groomer can discuss with you a plan to help manage the coat at home and at Brambles to achieve the style you desire.

Depending upon the severity of the matting there may be an additional charge in addition to the grooming price.

Targeted de matting (ears and under legs) is Free of Charge, however a full body clip off (shave) will incur an additional £10 charge. You will be made aware of any additional charges during your consultation.

Brambles main aim is to relieve any pet from discomfort, distress or irritation due to severe matting of the coat.

Additional care

For the comfort and health of your pet Brambles cannot groom pets that are pregnant or in season.

If your pet appears unwell at the time of the appointment, they will not be accepted for grooming due to the risk of cross infection to other pets.

If your pet is found to have fleas there will be a charge of £10 in additional to the groom. Your pet will be bathed in a flea shampoo and the salon disinfected.

If your pet is found to have a tick, we can remove it for you Free of Charge, however, we advise you to see a vet as they are known carriers of diseases and may require further treatment.

Any dogs that are aggressive towards a groomer or another pet may need to be muzzled. It is the owner's responsibility to inform the groomer if they do not wish their pet to be muzzled. Refusal may result in the groom not taking place.

We strongly advise you to insure your pet. Whilst we take every care and reasonable precaution to prevent it, we will not accept any responsibility for any loss, injury, death or illness suffered by your pet whilst in our care, except to the extent that we are unable to limit or extend our liability.

Brambles reserves the right to amend these terms and conditions at any time.

You are responsible for providing honest information relating to your pet's medical condition and any medication they are currently taking. In certain circumstances you may be required to supply veterinary confirmation that your pet is in good health to be groomed.

Declaration

I (the owner or with full authority of the owner) hereby give permission to Brambles to proceed with the grooming requirements. I have read and agreed the terms and conditions above and confirm that I have raised any concerns that I (or the owner) may have for the pet in my authority with a member of the Brambles team. If the pet in my authority requires any immediate veterinary attention, I hereby authorise Brambles to proceed as necessary and I (and the owner if I am acting on their behalf) will be liable for any resulting additional costs.

Print name	Signature
Date	