

TERMS OF BUSINESS & PRICING

August 2016

furrynuff dog wash & grooming studio | Rosewell, EH24 9AH
07939 259 810 (mobile) | 0131-448 2487 (landline) | www.furrynuff.co.uk

Groomer: *Trudy Anderson*

All clients are required to complete & sign a Declaration & Consent form (the stuff I need to know). Client records are maintained in compliance with The Animal Health and Welfare (Scotland) Act 2006. These help me to provide a service tailored to you & your pet's requirements. Please advise me of any changes so that I can update your pet's record. Your data is confidential. It will not be disclosed to or shared with any 3rd party.

YOUR PET'S HEALTH & WELFARE: DUTIES UNDER THE ANIMAL HEALTH & WELFARE (SCOTLAND) ACT 2006

Under the Act anyone who is responsible for an animal has a legal duty to take reasonable steps to ensure its welfare. The Scottish Government's Code of Practice for the Welfare of Dogs gives examples of good practice.

Whilst your pet is in my care its health & welfare is my primary concern. It will be groomed based on 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. I will make recommendations about how to overcome your pet's fear of being groomed. Occasionally during grooming a pre-existing medical condition may be discovered which you may not have been aware of. I will bring this to your attention & recommend that you seek advice from your pet's vet.

ABOUT COAT MANAGEMENT & PROFESSIONAL GROOMING

A groomer can only work with a groomable coat & a pet that tolerates grooming. If you have decided to have your pet professionally groomed, it should visit a groomer regularly to give it the best chance of becoming accustomed to being handled by a groomer & being professionally groomed. Unless you have opted to outsource your pet's coat management **entirely** to a professional groomer, you will also need to manage its coat between appointments to prevent it from:

- tangling, knotting, matting or 'packing' with dead coat
- becoming damaged as a result of lifestyle, habits & everyday wear-and-tear, which will make it more prone to tangling, knotting & matting

One of the most effective ways to manage your pet's is to comb the dry coat through, down to the skin. The skin & coat benefit from being kept hygienic & clean. I would be delighted to provide tailored information about bathing & drying your pet's skin & coat to prevent tangling, knotting or matting & minimising coat damage. Just ask.

There is little benefit in having a pet professionally groomed once or twice a year. Frankly, many pets find being intensively handled in an unfamiliar way by a strange person with strange equipment quite stressful. I employ positive reinforcement (using very small pieces of food & petting to mark desired behaviours) & force-free, light touch handling to try to make your pet's appointments as tolerable as possible & to monitor its stress levels.

As a minimum, I recommend using a professional groomer **at least** every 12 weeks (once per season or 4 times per year).

A quarterly appointment schedule is feasible for some fur type coats, although for profusely shedding coats, to realise any significant benefit from professional grooming I recommend de-shedding on a 4 weekly basis.

Hair coats which are trimmed become overgrown within approximately 4-8 weeks. Very generally - wool coats require frequent trimming (every 4-6 weeks), silky coats slightly less (every 6-8 weeks) & harsher or wiry coats less again (every 8 - 12 weeks). Hand stripped coats require attention little & often to maintain quality & texture. If you opt for hand stripping & your pet tolerates this procedure, your pet should visit every 8 weeks (or a maximum of every 12 weeks if you commit to 'rolling' the coat between appointments.)

If you don't mind your hair coated pet looking overgrown, untidy or find more frequent appointments cost prohibitive, a quarterly appointment schedule may also be feasible, provided the coat is groomable (ie. with a comb, down to the skin) at appointment time.

Based on what you have told me about your preferences for your pet's coat, its habits & lifestyle & how you have said you manage your pet's coat between professional grooms, I will recommend an appointment interval appropriate to your pet's needs.

This appointment schedule may be reviewed periodically, depending on coat growth & management between appointments. The benefits of this schedule include a manageable coat length &/or density & healthier, more hygienic skin - the largest organ of your dog's body.

POST-GROOMING FEEDBACK

You will be given feedback after every groom. If you have queries, need clarification or want further information, please ask or contact me at a later stage. If you are dissatisfied with any aspect of your pet's groom, please tell me BEFORE you leave.

Reasonable requests to alter the trim will be dealt with immediately or changes noted for the next groom. I am more than happy to disclose any details about your pet's groom that will help you manage your pet's coat better. If for whatever reason you want or need to change groomer your pet's groom out details & tolerances can be supplied to pass on.

PHOTOGRAPHS

Your pet may be photographed before, during or after its groom. Photographs may be used in furrynuff marketing media or materials. Copies are available on request in .JPG format, FREE of charge.

HUMANE DE-MATTING & HUMANE MATTING RELEASE

Humane de-matting - matt splitting &/or unpicking - may be suitable for salvaging light to moderate areas of localised matting eg. tail, ears/head/face area, legs, feet, collar area, chest area. It will be considered solely at my discretion & for a maximum of 15 minutes. You will be advised in advance if this may be an option. There is a surcharge for this.

More severe, tighter or closer matting **cannot** be groomed out or de-matted. Humane matting release (clip off or shavedown) will be used to remove severely matted or pelted coats or coats which have more extensive, tighter or closer matting. You will be advised in advance if this is necessary. There is a surcharge for this.

The matted coat will be clipped or shaved off with as short a blade as is necessary to remove it. The procedure is not without risk. You will be advised about potential consequences & aftercare. furrynuff dog grooming & its owner/operator will not be held liable for any post-grooming effects.

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 humanely matt released:

Behind ears, Collar area, Ruff/chest, 'Armpits', >10% of body coat, RH side body, LH side body, Rear inner thighs & groin, Undercarriage, Sanitary/genital area, Base of tail, Tail, Rump & hocks, Legs, Feet – top, Feet – under, Between toes, Crown, Cheeks or any other area not specifically listed above.

AGGRESSIVE & POORLY SOCIALISED DOGS: LIABILITY UNDER THE CONTROL OF DOGS (SCOTLAND) ACT 2010

The Act holds dog owners criminally responsible where a dog is found to be dangerously out of control in any place.

You may be asked if your pet has ever bitten or displayed aggression. If it has bitten before or has a history of aggressing, I may ask more questions to assess its likely responses to professional grooming & being handled. I may recommend working in partnership with a reputable, accredited behaviourist (of my choosing).

If I accept your pet for grooming it will always be given choices when I handle it. I utilise force-free, non-confrontational handling methods & science-based behaviour modification techniques. This considerably minimises the fear response & reduces the risk of a dog aggressing in response to a specific stimulus.

TIME KEEPING

Please be punctual. I operate an appointment-only service & work to a pre-booked schedule. You will be allocated a specific time slot for your pet's appointment & a specific collection time. No earlier, no later. Please respect my & other clients' time. Tardiness may incur a penalty fee.

CANCELLING YOUR DOG'S APPOINTMENT

I respectfully request 72 hours/3 days notice of cancellation. This gives me reasonable opportunity to re-sell the slot you booked. Late cancellations & no-shows are lost income. They may incur a penalty fee.