



## **Terms and Conditions**

(Effective May 2019)

Your dog is our primary concern while it is in our care at Warner Wags. For that reason, we have established these terms and conditions so that every dog is treated fairly, is given enough time and attention to ensure its grooming process is not rushed or stressful, and most importantly, its safety, health and comfort are always being assessed during its stay at Warner Wags. Please take a few minutes to read our terms and conditions. Upon arriving for your 1st appointment, you'll be asked to sign a copy of the attached ***Consent for Grooming***.

### **Dog Health, Welfare, and Safety**

You warrant that your dog is fit, healthy and up to date with all necessary vaccinations. Warner Wags should be given proof of rabies certification.

Please advise us if your dog has any physical ailments, medical conditions or any other information which could help us provide a stress free dog grooming experience for your dog.

Your dog's groom will be completed based on your dog's level of tolerance on that day.

The grooming of elderly dogs or dogs with severely matted coats is undertaken entirely at the owner's risk. Grooming may expose underlying skin or health problems that Warner Wags cannot be held liable for.

Our first concern is for the welfare of your dog so, in the event of injury or illness, a vet may be contacted. Unless it can clearly be shown that we are liable, all costs incurred shall be paid by you, the owner.

If, during its session, your dog displays aggression that threatens the safety of any persons or dogs on the premises, the groom will be terminated immediately and you will be contacted and asked to come pick it up. You will be liable to pay the full starting price of the groom plus the full cost of any damages and expenses your pet has caused (if any).

Matted Coats – Please see ***Neglected & Matted Coats*** section on page 5.

## **Appointments**

Warner Wags operates by appointment only. Our income, therefore, depends on you keeping booked appointments and being punctual for them. Email and/or text reminders are available, so please indicate if this is something you would like from us.

It would be greatly appreciated if owners ensure their dogs attend to their outside business prior to arriving for their appointment. A dog with a stomach full of food or a full bowel/bladder will find the grooming process very uncomfortable. We realize mistakes can happen, however, we'd much prefer spending our time making your dog handsome/beautiful, rather than spot cleaning our floors!

Most grooms take between 1-3 hours, but may take longer depending on the temperament of your dog and the condition of its coat. Warner Wags will contact you when your dog is ready to be picked up. Please do not arrive prior to being notified, as your presence may distract your dog during the finishing stage of the groom.

Please phone if you are running late to pick up your dog. ***Warner Wags reserves the right to charge for picking up your pet more than 30 minutes late.***

## **Cost of Services**

Estimates made over the phone are based on the average for your dog's breed. Without seeing and assessing the dog's condition, a definitive price cannot be set.

When your dog is dropped off for its appointment, a more accurate assessment can be made. However, during the grooming process there may be certain conditions discovered that require more extensive work than initially thought, so additional charges may be necessary.

Some possible reasons for additional charges are:

- Fleas – if discovered on your dog, this requires the time and product for an extra bath, in addition to sanitizing and taking precautions in the shop to avoid infestation.
- Poorly maintained coats / matted hair require extra time and more labor intensive work to complete the groom properly.
- Difficult dogs require additional time and assistance to complete the job.

## **Cancellations and No-Shows**

If your schedule changes and you need to cancel or rebook an appointment, we'd appreciate at least 24 hours notice so that we can attempt to fill your slot.

If you know you will be late for an appointment, please **call** us as soon as possible. If you have to arrive more than 15 minutes late for an appointment, we may have to reschedule your dog. (Note: Please do not text us, for we are unable to see your message.)

***Warner Wags reserves the right to charge a cancellation fee for missed appointments or late arrivals. If appointments are missed or cancelled last minute more than once, Warner Wags may require a deposit to be paid up front when booking future appointments.***

## **Satisfaction**

If you are dissatisfied with any part of your dog's groom please let us know before you leave.

Reasonable requests to alter the trim will be dealt with immediately. Desired changes will be noted for the next groom.

## **Photographs**

Your dog may be photographed before, during or after its groom. Photographs may be used on the Warner Wags website, social media or other printed materials. Please let us know if you prefer that your dog not be photographed.

## Neglected & Matted Coats

Matted coats can cause a variety of skin & health problems. Matted fur does not allow for air circulation to the skin, causing hot spots, bacterial and fungal infections. Fleas, ticks, maggots and other parasites may be lurking in the coat causing further skin infections. Matted fur also pulls and binds, causing pain to your pet when they move or lay on mats. The skin underneath is usually raw and inflamed. Matted coats will not dry properly and can lead to rotting fur and skin.

When feasible, dematting is addressed by gently brushing out the dog's coat. This depends on the location and severity of the mats and will only be attempted when it will not cause excessive pain and suffering.

If brushing is not in your dog's best interest, the only humane thing to do is to shave the dog's coat down extremely close to the skin to remove all of the matting. The grooming session could be long, stressful, or painful. Since Warner Wags wants your pet's grooming experience to be as stress free as possible, we will only do the shaving in short intervals. More than one grooming session may be required.

If it's determined that your dog's mats require shaving, Warner Wags will attempt to contact you before beginning the process. If we can't reach you, having a signed **Consent to Grooming** on file will authorize Warner Wags to proceed with the dematting process.

There is a strong chance that your pet's skin will become irritated during the clipping/shaving process. A medicated shampoo will be used to help sooth any irritation that may occur. Since the matted hair rests tightly against the skin, the only way of removing mats is to use a short blade to clip between the skin and mats. Because the work is so close to the skin, your dog could be nicked or cut. Great care is taken to avoid it, but you should be aware that the possibility of injury exists.

You, the pet owner, releases Warner Wags from any liability associated with the above mentioned process and any medical problems that may be uncovered and/or occur during the stripping and de-matting process. Should any dog need

veterinarian care after or during the process, the owner agrees to pay any and all veterinarian fees.

Warner Wags will be happy to show you how to care for your pet's coat so that matting does not recur. We will also follow up with you, a day or two afterwards, to check how your dog is doing.