

Stress-Less Grooming Terms and Conditions



Health and Welfare

1. Alba K9 place the welfare of your pet as the priority and we pride ourselves in kind and gentle, reward-based handling techniques. Dogs showing signs of anxiety or stress in the grooming environment will be required to undertake desensitization appointments tailored specifically to help them overcome this.
2. Elderly dogs and dogs with existing health conditions are groomed entirely at the owner's own risk.
3. All health conditions, allergies or incidences of aggression, must be discussed upon booking.
4. Owners must inform us of any changes to health or behaviour.
5. In the event that a dog is severely matted Alba K9 will use clippers to safely remove matting and this will leave a short coat. De-matting with brushing is a painful procedure and goes against the ethos of Alba K9.
6. Owners should be aware that removing dense matting may uncover skin irritations or expose infected skin, sores, haematomas (bruising) or other skin conditions, previously hidden by matting. In this situation owners must seek veterinary advice and Alba K9 will not be held liable for this.
7. Alba K9 will not be held liable for any pre-existing conditions noticed by the groomer, or noticed by the owner after a groom is completed.
8. Alba K9 reserve the right to stop grooming a dog if they become anxious or aggressive at any time. In the event of this happening owners will be contacted and asked to collect their dog and discuss a way forward, for example desensitization sessions.
9. Alba K9 will only use a muzzle if a dog has been properly desensitized to wearing one. If wearing a muzzle it may not be possible to complete the groom around your dog's face for safety reasons.
10. Safe grooming requires a level of cooperation from your dog, if your dog is unable to stay still we may not be able to complete their groom around difficult areas such as face or feet. In this situation you will be contacted to discuss options.
11. While every effort will be made to meet your expectations, no guarantee can be made in this regard. You will be contacted if any changes are required for the benefit of your dog.

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Covid 19

- 12.If you or any member of your household are experiencing symptoms of covid-19, please do not attend your appointment. Contact Alba K9 to cancel as soon as possible and discuss rearranging.
- 13.If you or any member of your household are self-isolating or shielding and wish to still have your dog groomed, please inform us before your appointment to make particular arrangements.
- 14.Owners must be available to collect their dog at the time agreed at drop-off. A charge of £5 per 15 mins will be added for late pick up.

Pricing, bookings and cancellations

- 15.A deposit of 50% of the groom price is required to an secure an appointment. This is deductible from the cost of the groom on the day of the appointment.
- 16.48 hours notice is required to cancel or change appointments. A cancellation fee of 50% of the groom price is payable for appointments cancelled within the 48 hour notice period.
- 17.For prepaid appointments or packages, 24 hours notice is required to move an appointment.
- 18.All prices quoted upon initial enquiry are subject to change, determined by the dog's coat condition and their behaviour during each visit. Conditions such as excessive overgrowth, impacted undercoat and dense matting can drastically increase the time it takes to groom your dog. Extra charges will apply.
- 19.All prices are non-negotiable and specific to each individual dog's needs.
- 20.All packages are payable in full upon booking.
- 21.Refunds are not available for packages purchased once sessions have commenced.

Storing your information

- 22.Your personal information is stored on a password protected USB device, accessed only Louise @ Alba K9.
- 23.Your personal information will not be shared with anyone.
- 24.Please opt out if you do not wish to receive marketing and promotional material from Alba K9.

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*I have read and understood these terms
and conditions:*

Dog's Name.....

Name.....

Signature.....