



## **Dial a Dog Wash Manchester**

### **Terms and Disclaimers**

I request that the grooming be completed in accordance with the instructions given to the groomer and understand that, whilst every effort is made to produce the visual effect, that I expect this may not always be as I had mentally visualised. This may be due to several factors including coat type/condition and the behaviour of the dog. The groomer will discuss any issues encountered at the end of the groom.

I understand that if any aggressive behaviour is shown by my dog then restraints (e.g. muzzle), will be used in the grooming process and the owner notified. In extreme conditions, the grooming process will be stopped and I accept the total fee will still be payable.

I understand that I will have the opportunity to check the groom over at the end of the appointment and ask for any changes/modifications before the groomer leaves. Dial a Dog Wash will not be responsible for customers changing their minds about styling aesthetics (including length of coat, ear/face shape etc) once the groomer leaves the customer's property. It is then the responsibility of the owner to give clear styling details/desired changes at the next appointment.

I understand that I may not enter the van unless requested to do so by the groomer. This is due to the constraints of our public liability policy. If requested to enter the van, this will be done at my own risk.

I agree that if I cannot be contacted in an emergency or if I do not have a vet/my vet cannot be contacted, **Dial a Dog Wash Manchester** will contact their own vets. I also understand that all costs in connection and in carrying out this instruction will be at my own expense, unless it can be clearly evidenced by a vet that **Dial a Dog Wash Manchester** are liable.

I certify that I am the dog's owner/designated guardian and have the authority to execute this consent. I accept responsibility for the fee quoted and agree to pay this on completion of the groom. I agree to pay a 50% cancellation charge if I cancel my appointment and have not given a minimum of 48hrs notice otherwise no future appointments can be booked.

I, the customer, will notify **Dial a Dog Wash Manchester** of any information changes regarding my personal contact details or the condition/health of my dog.

Customer Name (Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_