**The Dog House Policy**

As a new customer we will carry out a consultation with you and ask you to complete a registration card. Should anything change ie contact details or your dogs health or temperament then please inform us .

Should we discover something during grooming we will notify you and advise if we think a Vet visit is needed  - but please note this is only advise and it is your decision as to whether you chose to act apon it as we are not Vets.

**Sick Dogs**

The welfare of your dog is paramount so please inform us if anything has changed in your dogs well being since their last groom. Should your dog appear unwell to us during grooming we will stop and call you but you may still be charged for the time taken

**Cancelation or No show**

Things happen and you may need to cancel which we understand. Please give us 24 hrs notice so that we can re book your appointment.

Failure to do so or not turning up will incur a charge before you are able to re book.

Customers who repeatedly miss appointments will be asked to pay upfront before booking or may be removed from our customer list.

**Fear Aggression**

If you know your dog is not happy to be groomed then please inform us at the point of booking as Sonia Chivers the owner will work with your dog to re build confidence. It happens so please dont be embarrassed and let us know otherwise you may find your dog sent home half done and still charged as I will not subject my staff to unnecessary dog bites.

I try not to muzzle as often the dog is scared and to muzzle a scared dog I believe  is sending the wrong message and does not increase confidence . So I will work with your dog but please be paitent as it may take time.

**Dematting**

Whilst we appreciate you want your dog to look great, de matting can be painful and stressful to your dog . If we feel that is it too extensive or your dog will not tolerate it then you will be advised that the coat needs to be clipped off for the well being of your dog . Please do not be offended  - We will always give advise on how best to keep your dog matt free as certain breeds are more prone than others.

Additional charges may apply for dematting or for clip offs due to extensive matting.

**Anal Gland extraction**

Due to changes in guidelines from the Royal Veterinary College and insurance companies you will now be asked to sign a disclaimer and a **charge of £5** will be required.

We have performed this service for many years and as long as you are happy for us to continue we will do so .

**Fleas**

Please inform us if you think your dog may have fleas.

We will use a flea bath treatment to kill the live fleas on your dog. This is **charged at £5** to cover the cost of the treatment but also the requirement to defumigate the salon after your visit.

Should we discover fleas on your dog without your notice then the above will still comply as we need to ensure a flea free grooming salon for all our customers. You will be called during the groom so that you can boil wash your dogs bedding .

**Noisey Dogs**

All dogs bark from time to time during grooming which is not a problem , however due to our location and neighbours we are unable to accept excessively noisey dogs who bark for the whole duration of their appointment – this is rare but does need to be mentioned .