

TERMS AND CONDITIONS

HEALTH OF YOUR DOG

It is essential that owners inform me immediately of any health concerns relating to their dog, including wounds, stitches or discharges. Additionally, if your dog is female and currently in season, or if your dog has been limping or displays sensitivity when touched, this information must be shared with me prior to grooming.

If any health concerns are identified during grooming, I reserve the right to stop the session at any time. Fluffy Lugs is not held responsible for any unknown health issues including those that may be caused by matted coats.

By utilising our services owners confirm that their dog is up to date with annual vaccinations against Canine Distemper, Infectious Canine Hepatitis, Leptospirosis, and Canine Parvovirus. An unvaccinated dog may put itself and others at risk. Fluffy Lugs Dog Grooming takes no responsibility for any dog that contracts any of the aforementioned diseases. Proof of vaccination and veterinary information may be requested and must be provided by the owner.

GROOMING PROCEDURES AND EMERGENCY CARE

Grooming can be stressful, particularly for senior dogs, puppies, overweight dogs, and those with medical issues. The process may reveal previously unknown medical conditions or exacerbate existing ones during or after the groom. This agreement gives Fluffy Lugs Dog Grooming permission to seek emergency veterinary treatment for your pet if deemed necessary. While every effort will be made to contact the owner before seeking treatment, this may not always be possible. Unless negligence is proven, all medical expenses are the responsibility of the owner. By accepting these terms and conditions, you expressly agree to the following disclaimer:

Elderly, Infirm, Overweight or Young Dogs Disclaimer

A full groom can take more than three hours and is both physically demanding and stressful for some animals. Fluffy Lugs Dog Grooming makes every effort to provide additional support to elderly, infirm, overweight, and young dogs but cannot guarantee that your dog will be able to support itself for the entire duration of the groom, which may result in serious health risks. There is an increased risk of other injuries, such as cuts and grazes. Fluffy Lugs Dog Grooming reserves the right to stop the grooming process at any time, with full payment still due upon collection of your dog.

In the unfortunate event that your pet passes away while in our care due to existing or unknown health problems, Fluffy Lugs cannot be held responsible. Should an emergency occur and the owner is unable to reach the salon promptly, a staff member will take the pet to the first available veterinary surgeon on the owner's behalf.

ACCIDENTS

Although accidents are very rare, there are risks unfortunately when working with animals and sharp equipment. We use extreme caution and take time and care when working with each pet to minimise these risks. In the event of an accident, owners will be informed.

FLEAS AND TICKS

Fluffy Lugs Dog Grooming strives to maintain a tick and flea free environment. If your dog is known to have a parasitic infestation, please reschedule your grooming appointment until your pet is clear of the infestation. We recommend consulting your veterinary surgeon for the best treatment. Should fleas be discovered during grooming, a flea shampoo will be used and additional disinfection of the premises and equipment will be required. An additional charge of £15 will be added to your bill. If ticks are found, an extra £5 will be charged for tick removal. We cannot be held responsible for any infection caused by the tick or its removal

PHOTOGRAPHS

Photo's may be taken of your pet before, during and after grooms. These pictures may be used on Fluffy Lugs Social media pages or within the salon. Please inform us if you do not wish us to use your dogs photos.

TIMINGS

If you are running late for your appointment please call ahead as we may not be able to accommodate.

Owners are asked to drop off pets no earlier or later than 10 minutes of appointment time. Grooms take between 1-3 hours depending on size and temperament of each pet. We will text you when your dog is ready for collection.

HOLD HARMLESS AGREEMENT

By using our services you agree to hold Fluffy Lugs Dog Grooming its owners, employees and directors harmless from any damage, loss, or claim arising from any condition of the dog, either known or unknown to us. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases. It is further understood this clause applies to any and all dogs groomed.

GDPR STATEMENT

In order for us to provide the requested services, we are required to obtain and store a limited amount of your personal information. Such information will be stored in accordance with all relevant legislation, will never be shared with any 3rd parties or organisations and will only be used for the purposes of providing the requested or related services. You have the right to request and review any of your personal information. Please make any requests to nicky@fluffylugs.co.uk