

Emma's Groom Room Policies

1. Appointments & Scheduling

- **Late Arrivals:** Please arrive on time for your appointment. Clients arriving more than 15 minutes late may need to reschedule if there is not enough time to complete the groom (any deposit paid will be lost).
- **No-Show Policy:** A missed appointment without at least 48 hours notice will require full payment and any deposit paid will be lost.
- **Cancellations:** Minimum 48 hours' notice required for cancellations. Any deposit paid will be lost if the appointment is cancelled with less than 48 hours notice.
- **Timely Pickup:** you will be given a collection time, please ensure you are on time for collection. Being a 1:1 groomer, I always aim to only have dogs from the same family in the salon at one time. Late pick-ups may incur an additional fee.

2. Payment & Fees

- **Accepted Payments:** Cash or bank transfer. Payment is either required prior or on collection.
- **Deposits:** A £20 non-refundable deposit per dog is required to book. This will be taken off the groom fee total or you can opt for the deposit to keep rolling so that you do not require a deposit for each booking and pay the full groom fee for each booking. Any cancellations with less than 48 hours notice will lose the deposit, and full payment may be required for further bookings.

3. Pet Health & Safety

- **Vaccinations:** All dogs must be up to date on required vaccinations
- **Health Conditions:** Owners must disclose any medical conditions, allergies, or behavioural issues.
- **Parasites:** Dogs with fleas/ticks will be treated at the owner's expense or refused service.

4. Behaviour & Aggression

Upon initial booking, any behavioural issues must be disclosed. This includes nervous dogs, dogs with separation anxiety and dogs that are a bite risk.

- **Refusal of Service:** I reserve the right to refuse service for dogs that pose a danger to themselves or myself. I do not accept dogs that require muzzling or sedation.
- **Behaviour:** If your dog is deemed unsafe to groom due to aggressive behaviour, you will be contacted and requested to collect your dog without completion of the groom. If your dog is extremely nervous, difficult to groom (i.e. Refusing to stand, consistently trying to jump off the table) or if deemed unsafe to groom your dog without assistance, you will either be required to hold your dog to complete the groom or will need to collect without completion.
- **Restraints:** where possible I will groom without the use of restraints, however, restraints may be used if your dog needs the support to stand.

5. Grooming Process

- **Style Requests:** I aim to meet requested styles, however, this is dependent on factors such as coat condition and dog behaviour.

6. Photography & Social Media

- **Photos/Videos:** I may photograph pets before, during, and after grooming for records and promotional purposes unless the owner opts out.

Matting Policy

My first priority is your dogs comfort and safety. Severe matting can cause pain, skin irritation, and other health issues. Removing mats is a delicate process that carries certain risks, so I follow these guidelines:

1. Humane Grooming First

- If matting is severe or close to the skin, I will clip the coat short rather than attempt lengthy dematting. This prevents unnecessary stress, discomfort, and injury to your pet.

2. Dematting Limits

- I will only perform light brushing or combing for minor tangles.
- Extended dematting sessions are not offered, as they can cause pain, skin redness, and fear of grooming.

3. Risks of Matting Removal

Removing mats, especially near the skin, may result in:

- Skin redness, irritation, or clipper burn
- Discovery of hidden skin conditions, parasites, or injuries
- Temporary change in coat texture or appearance

4. Owner Responsibility

- Regular brushing and grooming between appointments is essential.
- The owner will be informed if the coat needs to be shaved shorter than expected.
- Additional fees will apply for extra time and equipment wear caused by matting.

5. Acknowledgement

By booking with me, you acknowledge that:

- You understand the risks of mat removal.
- You authorize us to shave the coat if necessary for the dog's welfare.
- You accept any changes in your dog's appearance due to matting.

Injury Disclaimer

I take every precaution to ensure your pet's safety and comfort during grooming. However, grooming equipment (clippers, scissors, nail trimmers, etc.) and handling can pose certain risks, especially if your pet has special needs, behavioural issues, or coat/skin conditions.

By booking, you acknowledge and agree to the following:

1. Possible Grooming-Related Injuries

While rare, grooming may result in:

- Minor nicks, cuts, or clipper irritation
- Skin redness or sensitivity
- Nail quicking (minor bleeding when trimming nails)
- Eye irritation from shampoo or hair particles
- Allergic reactions to grooming products

2. Contributing Factors

These risks may be higher if your pet has:

- Severe matting
- Pre-existing skin conditions
- Excessive movement during grooming
- Aggressive or nervous behaviour
- Medical conditions (e.g., seizures, arthritis)

3. Emergency Protocol

If an injury occurs:

- I will notify you immediately
- If urgent, I may seek veterinary care at the nearest available clinic
- All costs for veterinary treatment are the owner's responsibility

4. Owner Acknowledgement

By booking an appointment and leaving your pet in my care, you:

- Accept the risks associated with grooming
- Authorize to act in your pet's best interest in case of an emergency

- Release our business from liability for minor injuries that can occur despite reasonable care.
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