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**DOG GROOMING POLICY 2021-2022**

**INTRODUCTION**

Happy Paws @ B63 will endeavour to ensure that your pet is always safe during its appointment. To ensure that this is done to the highest standard we ask that the following terms and conditions are adhered to for every appointment.

We will always act in the best interests of your dog, and we reserve the right to interrupt or abandon the groom of any dog for the safety of the groomer and the dog as we believe that no dog should be subjected to undue stress or discomfort during a groom.

All owners will be asked to complete a declaration form to ascertain the general health and condition of the dog at drop-ff. If any of the information given leads the staff (or students) to believe that a dog may be at risk the appointment may not go ahead.

Whilst every effort has been made to ensure the safety of dogs to Happy Paws @ B63, by signing this policy you understand that you are presenting your dog for appointment at your own risk and Happy Paws @ B63 cannot be held responsible for any injury to your dog whilst attending Happy Paws @ B63.

Your dog's safety and wellbeing are our absolute number one priority, and every effort will be made to ensure this. **Please be aware that your dogs will be worked on Trainee Dog Groomers and Dog Grooming Assistants who are still learning the skills and techniques required in this industry.**

There is always the possibility an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations. Possible problems that could occur include cuts, nicks, scratches and quicking of the nails. In most cases this can happen when a dog is wiggling or moving around. We make every effort to ensure your dog is groomed as safely as possible, but if your dog does not accept the process, it can be dangerous to continue the groom. We will of course inform you if any problems are encountered during your dog's groom.

We will always do all in our power to groom your dog as you have requested, however, by signing this contract you understand that your dog may not receive a full treatment as activities undertaken will depend on training needs of our learners and course requirements. As learners are still learning their trade there is always a small chance mistakes may occur during your pet’s treatment, and your dog may not receive the groom or elements of the groom requested.

The level and type of groom your dog will receive will be discussed with you at appointment booking, however, we reserve the right to alter this should course requirements necessitate a change. Dogs may not receive a full groom in the session due to the requirements of the teaching content and learner assessment.

By signing this form your consent for you dog(s) to be handled and groomed by Student Dog Groomers and Dog Grooming Assistants.

**Prices**

A £5.00 deposit is required upon booking to confirm your appointment. This deposit is non-refundable and non-transferable except in exceptional circumstances.

Pricing is based on breed, hair length, coat condition, temperament, age and grooming requirements. All prices shown are guide prices only and we will give you the exact cost of your dog’s groom post treatment.

**Dog Health and Welfare**

All owners must complete and sign a check-in form before any appointment takes place. This needs to be completed upon arrival to ensure we are aware of the current condition and behaviour of the animal.

You must declare all medical conditions, current or recent treatments that your dog is receiving/has received. Any known or suspected allergies must be disclosed to the groomer prior to appointment.

You must be confident and confirm that the dog is fit and healthy.

To maintain the health of your pets when coming to be groomed, we require a yearly check of your vaccination record or titre test results to ensure your dog is vaccinated or has a level of immunity against all the major diseases that could potentially be passed on to other dogs or animals housed within the vicinity of the salon. Please bring your dog’s vaccination record or titre test results to their first appointment of the academic year.

If your dog has not been vaccinated before or their previous vaccination is out of date, please leave 14 days from the date of vaccination and the appointment date of their treatment. We regret that we are unable to groom puppies until 2 weeks after their 2nd vaccination.

We request that proof of pet insurance is evidenced yearly, or a disclaimer is signed to confirm insurance in the unlikely event an accident occurs. Should your dog not be insured, and an accident occurs which we are not responsible for, you will be responsible for paying any associated fees.

Acceptance of dogs is entirely at the discretion of the member of staff. Should your dog not be accepted for grooming we are unable to house him/her on the grooming premises.

**Late Arrivals**

Please make it your priority to arrive on time for all appointments as appointment times are not flexible. We appreciate clients may be late through no fault of their own, however we also have a duty of care to our clients who meet their appointment times and the learning experience of our students.

Clients arriving more than 15 minutes late may miss their appointment time. This policy enables us to run an efficient salon and provide the required time needed to service all our clients.

**Cancellations and Rescheduling**

We request a minimum of 48 hours’ notice if you need to cancel your pet’s appointment. Please understand that when you forget or cancel an appointment without giving enough notice, we miss the opportunity to fill that appointment time for clients on our waiting list, as well as affecting the learning opportunities of our students.

**Arrival and Collection**

You will be allocated a drop-off time for your appointment. If you arrive earlier than your drop-off time you will be required to wait outside the grooming room.

You must collect your dog at the agreed time. If you more than 30 minutes late there will be a charge applied as we need to allocate a staff member to care for your dog.

We are unable to house your dog at the college for the day as this would be classed as Dog Day Care. We are not licenced to provide this service under The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018.

**Your Dog at Halesowen College**

Dogs must be kept on a lead at all times whilst on any sites belonging to Halesowen College. The college remains a ‘no dog’ campus, except for service dogs. Any dog brought in for a grooming appointment should be brought immediately to the dog grooming room for their appointment. Once their appointment is complete, the dog must immediately be taken off campus.

At no point must any dog accompany staff to their office, classroom, or areas of work or duties. You are liable for any accidents or damage involving your animal, property, students, staff or visitors should you choose to have you dog accompany you to your office, classroom, or areas of work or duties.

Please be sensitive to the other animals located at the base of Block 9 as they are not accustomed to dogs. Please do not let your dog go near or interact with these animals.

We kindly ask that you do not allow learners to touch or interact with your dog outside of the grooming room. This is to reduce the potential cross-spread of Covid-19.

You will not be allowed to stay with your dog during the grooming process other than in extremely exceptional circumstances and at the discretion of the member of staff in charge.

You must feed your dog at least two hours before grooming (unless diabetic).

A full bladder and bowel can be very uncomfortable for a dog whilst it is being groomed. You must ensure that your pet has been toileted before bringing him or her to the salon. It is unhygienic and unpleasant when dogs urinate or defecate on the premises. If you need to toilet your dog whilst at Halesowen College please use the designated toileting area. This is the signed grassed area bordering the Trim Trail of Car Park A. Please double bag all waste and dispose of in the allocated bin.

If your dog requires medical treatment whilst in our care, we reserve the right to take your animal to the preferred College vet. If the care is required because of owner neglect or failure to disclose current conditions, you will be eligible to pay the charge for this treatment. We will make every effort to contact you if medical treatment is required however if it is urgent, we will go ahead with care without verbal consent. Signing of this policy is classed as consent for treatments should it be required.

Grooming may expose underlying skin or health problems which we cannot be held liable for. No responsibility will be taken for any irritation, abrasion, or hair loss due to any pre-existing skin condition, or as a result of the grooming process.

We do not offer anal gland expression as a treatment.

We will only pay vets costs associated with accidents when negligence is determined following an investigation by the College Leadership Team.

Your dog will be kept in a cage before and after treatment.

We will ask you to remove all collars/leads/harnesses/coats at drop-off and place your dog on a slip-lead to move them the short distance through the salon. This is part of our Covid-19 procedures.

**Dogs Showing Aggression**

Any dog who shows aggression to people or other dogs will not be accepted for grooming. You must inform us if your dog bites, has bitten or is aggressive to people, other pets or specific grooming procedures. The owner understands that they will be legally liable for the consequences of all bites caused by their dog and we reserve the right stop the groom during any point should the animal be showing aggression and request immediate collection. This may lead to an incomplete treatment and an additional charge.

We reserve the right to muzzle your dog if it represents a danger to any other dog or person.

**Elderly Dogs**

Elderly dogs may be subject to greater stress during treatment, please make sure your dog is healthy enough to undergo treatment. Grooming elderly animals will be at the owner’s own risk and we reserve the right to refuse these dogs if the treatment will cause too much stress.

**Unwell Dogs**

If your pet is not feeling well (e.g. vomiting, diarrhoea, kennel cough) please do not bring him/her to the salon for their own comfort and the safety of our other canine clients and animals within the vicinity of the salon.

**Sedated Dogs**

We do not accept sedated dogs under any circumstances.

**Bitches in Heat or Pregnant**

We do not accept pregnant bitches or bitches with pups under any circumstances.

We reserve the right to refuse bitches in season. It is unhygienic and unpleasant when bitches pass bodily discharge onto equipment and within the premises. The bitch in season is also likely to arouse male dogs present on the premises.

**Fleas**

If you dog has a parasitic infection, please treat them before booking your appointment to ensure they are no longer present. We will not treat a dog with a flea infestation and reserve the right to refuse any dogs with a parasitic infestation. Dogs found to be carrying parasites will incur a surcharge to accommodate the deep clean required to cleanse and sanitise the salon.

**Large Breeds**

We reserve the right to refuse any dogs that are too heavy or large to be handled safely.

**Dangerous Dogs Act 1991**

Under the Dangerous Dogs Act 1991 we are unable to admit the following breeds to Halesowen College Dog Grooming or any campus associated with Halesowen College: Pit Bull Terrier, Japanese Tosa, Dog Argentino, Fila Brasilierio.

**Matted Dogs**

If your dog is matted we will not subject them to stress, pain and discomfort, therefore we cannot guarantee that a whole treatment can take place in one session. The treatment may need to take place over more than one session or we may refer you to your vet to do the same. In order to minimise stress and in accordance with the Animal Welfare Act 2006 we will not to spend more than 15 minutes dematting any dog in a single session. We reserve the right to refuse heavily matted dogs. Any dematting of your dog will incur an additional charge to accommodate for the time spent dematting and the wear caused to our equipment.

Matted fur or hair on your dog may result in us having to clip close to the dog's skin. We do not accept liability for any other effects following the treatment of a matted dog or problems uncovered on a badly matted, neglected coat. This can include irritation, redness, burns, abrasions, nicks and self-inflicted irritations/abrasions from excessive rubbing, scratching or biting.

If a dog has excessively matted ears, bleeding at the tips of the ear can occur when the matting is removed, this is because the delicate blood vessels have been restricted by the tight matted hair and releasing this pressure means blood rushes to the tips of the ears and can cause the ears to split at the tip or haematomas to occur.  We will do everything we can to avoid this happening, but it is sometimes unavoidable, so please be aware that there is a possibility it could happen. If it does happen we would recommend taking your dog to the vet for a check-up, explaining that the ears have been trimmed due to excessive matting. We accept no liability for ear bleeding, haematomas or any secondary effects should matting occur on the ear.

Halesowen College will not accept financial liability for any vet treatment required because of the treatment of a matted dog.

**GDPR**

Your dog will be photographed or videoed before, during and after its groom. These images and videos may be used for our website, social media, students work and for use in our waiting room area. By signing you agree for your dog’s pictures to be used for such purposes.

Halesowen College keeps detailed records of all dogs, treatments and responsible staff. New clients must sign a disclaimer form and some personal details will be retained. Client data will be treated in accordance to the data protection principles of the Data Protection Act and will not be shared with 3rd parties.

**Complaints**

Please refer to the Complaints Procedure.

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| **Reviewed/Approved** | **By** | **Date** | **Review Date** |
| Updated by | Luanne Gibbs | July 2021 | July 2022 |
| Reviewed by | CLT |  |  |
| Approved by | Corporation |  |  |