**DOG GROOMING POLICY 2023-2024**

# 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.

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.

## Termination of Grooms

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.

## Health Concerns and Drop Off Health Checks

Prior to all appointments, salon staff will make contact with the owner to confirm if there are ongoing health concerns or allergies.

On arrival to the salon, all dogs will receive a health check by salon staff/students and the owner will be asked to confirm any conditions.

If the salon staff are not happy with the health of the dog upon arrival, they have the right to cancel the groom, with the owner *not* being eligible for the cost.

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.

## Vaccinations

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. You will be required to send photographic proof of this, either at first booking, or the first booking after the vaccination due date.

All dogs should have had their latest vaccinations no shorter than two weeks prior to their appointment.

## Injuries and Accidents

Your dog's safety and wellbeing is 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.

Salon staff will inform you upon collection if any minor injuries have occurred. In the very unlikely situation that a serious injury occurs, salon staff will perform first aid treatment and if appropriate will contact you immediately to arrange for you to take them to a vet. All salon staff are trained in Canine First Aid and attend a refresher training session annually. If salon staff feel it appropriate, the dog be taken straight to Manor Vets Halesowen, to receive emergency treatment.

Clients will be responsible for covering all veterinary costs, unless negligence is determined following an investigation by the College Leadership Team.

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.

Signing of this policy is classed as consent for treatments should it be required.

## Insurance

We recommend that all dogs should be insured before being sent for an appointment. However, if they are not insured, by signing this waiver you agree that you are able to cover all veterinary costs, if needed.

## Grooming Standards

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, or your dog may not receive the groom or elements of the groom requested. This may also be affected by the behaviour and temperament of the dog being groomed.

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. Where possible, the grooming salon manager will discuss changes with you prior to completion.

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

## Prices

Pricing is based on breed, hair length, coat condition, temperament, age and grooming requirements. All prices shown are guide prices only and will be confirmed at the end of the groom.

An up-to-date price list can be found on the College website.

<https://www.halesowen.ac.uk/facilities/happypaws-b63/>

Happy Paws has the right to alter charges, all costs will be discussed on arrival.

## 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 College reception.

A collection time will be agreed with salon staff at drop off and should be adhered to. If there are any issues with collection, we ask that you contact the salon on 0121 602 7650, or 0121 602 7777.

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 taken directly to reception. Once their appointment is complete, the dog must immediately be taken off campus.

At no point should 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 your 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. This is both for welfare and bio-security reasons.

Not all people are comfortable around dogs, so please be mindful of this while your dog is on site and be in control of them at all times.

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 dog grooming salon manager.

## Presenting your dog for appointments

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 them 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.

We do not offer anal gland expression or ear plucking as a treatment.

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

Halesowen College will not take responsibility for the loss or damage of any equipment left with your dog, this includes leads, collars, harnesses and coats.

Halesowen College has the right to refuse any dog from the salon, if it feels it may not be appropriate for them to attend.

## 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.

If your dog shows any aggressive nature during their groom with us, we will take steps to ensure we keep your dog, students, and staff safe always. At the start of each groom, we will ask you if there is anything you know to the best of your knowledge, they are not keen on being touched or has anything medical changed since their last groom with us.

If there are known area’s or areas, we have found during their groom to not been keen on touched: We will have step in place to follow, we will give your dog breaks and accesses if we are able to continue their groom with us. We reserve the right to muzzle your dog if it represents a danger to any other dog or person.

If your dog was to suddenly bite, we will place your dog into isolation, you will be called to collect your dog right away. We will also call 1st aid to any injured party and 1st aid treatment will be followed.

Any dogs that show signs of aggression that cannot be worked with will be prevented from attending any further appointments.

## 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 them 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. The bitch in season is also likely to arouse male dogs present on the premises.

## Fleas and Infection Diseases

If you dog has a parasitic / fungal infection, please treat them before booking your appointment to ensure they are no longer present. We will require written confirmation of them being clear of any disease, post treatment.

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.

If another dog is found to have any contagion disease or condition, you will be notified by salon staff and informed of symptoms to look for. Halesowen College cannot be held liable for any diseases caught whilst at 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, XL Bully.

## 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 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 may 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. Some client details will be collected for booking purposes only, via our booking system, Savvy Pet Spa. Client data will be treated in accordance with the data protection principles of the Data Protection Act and will not be shared with third parties.

## Complaints

Please refer to the Complaints Procedure.

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| **Reviewed / Approved**  | **By**  | **Date**  |
| Updated by  | Charlotte Raybould/Joe Cooke/Caroline Walker  | January 2024  |
| Website  | Yes / No  | yes |
| Next Review date  |   | September 2024  |