

Salon Etiquette and Terms & Conditions

Covid 19 - Please be assured The Dog House adhere to the latest government guidelines to ensure safety for all.

- Please arrive on time / pick up on time as this really helps prevent overlap on appointments. Especially as I need to thoroughly clean the salon between appointments to be Covid secure.
- When you drop your dog off please update me with any medical or behaviour changes, even if it is something minor or seemingly insignificant as this could affect the groom or require different handling.
- Please be patient as most full grooms are 2 or 2.5 hours as I aim for quality not quantity.
- Please don't bring a dog in that's had vomiting and/or diarrhoea for 7 days after the last episode to prevent the potential further germs spread.
- Upon arrival, there will be hand sanitiser for you to use.
- Social distancing is required and mask to be worn. If you display any signs or symptoms of Covid-19 please contact me to re arrange your appointment. In order to remain open we all need to stay safe.

Flea Treatments: All of the "spot on" flea treatments (Advocate, Frontline etc.) contain strong ingredients. Please check with your vet for when its safe to have your dog washed and groomed. Keeping to the recommended grooming schedule for your dog will help keep it's coat looking great and more manageable at each groom as a shave off / coat removal would likely incur further fees. I recommend you book your next appointment at pick up whilst it is fresh in the mind.

- Please let me know if your dog has a tendency to bite, or has bitten in the past so that I can be particularly aware when grooming. If I feel in necessary I may also take extra precaution and use a muzzle during the groom.

Payments – I accept Card, cash or bank transfer upon request.

Cancellations – Please give me 48 hrs notice where possible, sometimes shorter notice can occur as circumstances direct.

Dogs that will need vet approval before I will groom (for their own safety) :-

Puppies – Until at least 14 days after their second set of vaccinations

Bitches that are pregnant or in season

All dogs which are undergoing/recovering from medical treatment

Matted Dogs: In the event of any dog needing a shave down/clip down which involves a very short blade the owner should be aware that irritation may occur from the shaving process, as matting cuts off the circulation to their skin, including male genital areas where the skin is more delicate, as well as uncovering nicks, cuts or other potential problems as the pelted coat is tugging at the skin as it is being removed. This will be discussed with you if necessary on sight of the dog.

- No dog will be subjected to stress or discomfort and all dogs will be groomed in accordance with The Animal Welfare Act 2006.

If you are not completely satisfied with any aspect of your pet's groom, please let me know before you leave, or as soon as possible so that I can alter the trim or make the appropriate notes for the next appointment.

Lastly : If you are unsure which tools and / or products to use to groom your dog in between appointments please ask, and I'll be happy to help and advise you.

The Dog House

(Updated November 2020)