

Tails of Cornwall Dog & Cat Grooming

Duty of Care

Under the the Animal Welfare Act 2006 we are required by law to administer a detailed record keeping system for each individual dog & cat that is in our care. This is to protect the welfare of the dog or cat but also protects you the client and us the service provider.

On your dog/cats first session we ask you to complete & sign the form below, which will be kept on your dog/cats file and updated during future visits.

Client Consent

Client (Owners) Name:

Address:

.....

Postcode: Email:

Home Tel #:

Work Tel #:

Mobile Tel # :

Emergency contact Name :..... Tel #:

Dog/Cat name: Sex:

Breed: Colour:

Age: Neutered: Yes/No

(please note we do not groom pregnant bitches or queens)

Veterinary Practice: Tel #:

Last vaccinated: Last flea/worm treatment:

Is your dog/cat currently on any medication: Yes/No, if yes please give details

.....

Date last groomed & where:

Please advise below if your dog/cat has any health issues or special requirements, including epilepsy, arthritic pain, old/new injuries, behavioural problems, skin tags, warts or tumours & sensitive areas, allergies including food:

.....

.....

Has your dog/cat shown any aggressive tendencies or bitten previous handlers?, if yes please give details

.....

Grooming policy - all dog/cats in our care will be treated with kindness and all due care will be taken to keep the dog/cat safe and to not cause any discomfort. Please be aware that neglect of your dog/cats coat can cause problems & unnecessary suffering. While all care is diligently taken, a dog/cat that constantly moves around can put itself at risk of an accident such as nicks or scrapes from clippers or scissors, while skin tags, lumps & bumps are also vulnerable.

As we trim all dog as closely to the Kennel Club standard requirements as possible, we may not always be able to meet the clients expectations, this can be due to the pre-groom condition of the coat, previous styling elsewhere, the individual dogs confirmation/nature of its coat and behaviour during the grooming session. Records are kept in order to reach and maintain the desired finish. We are however, happy to trim the dog/cat to the clients requirements but no responsibility will be accepted if the visual effect is not as expected. Please remember that the coat will grow back.

Tails of Cornwall Dog & Cat Grooming

Terms & Conditions

I agree to inform you on every visit about any new needs or problems my dog/cat has developed

I give you permission to give first aid & to gain veterinary help in an emergency

I understand that unless the emergency has been caused by you (with exception to the De-matting policy), this will be at my expense

I give you permission to clip coats/ears on heavily matted coats if you deem it to be in the best interest of my dog/cat

I agree that my dog/cats name & photos can be used on your website & social media groups for promotion of your services

(My details and photos will otherwise not be shared with anyone or any other business inline with the Data Protection Act 1998 & your Privacy Policy)

I agree that you can remove ticks or treat for fleas with an appropriate flea shampoo if required and that this will incur an additional £15 charge to cover the costs of the shampoo & treatment of the studio. If you know your pet has fleas please have treated before their appointment to avoid cross contamination.

I have read and understood your policies as listed below which have been made available for me to read, I am also aware they are available to download from your website tailsofcornwall.co.uk & may get updated periodically.

De-matting policy

Aggressive dog policy

Cancellation policy

Privacy policy

Cat grooming Policy

Covid 19 policy

Please sign to confirm you understand & accept all of the terms & conditions that have been provided and that the consent form has been completed accurately to the best of your knowledge.

Signature:

Print name:

Date:

Lastly, how did you hear about us?:

PAYMENT BY BACS PRIOR TO COLLECTION OR CASH TO BE MADE ON COLLECTION OF YOUR DOG/CAT.

Tails of Cornwall Dog & Cat Grooming

Routine Appointment Record

Clients name:

Dog/Cats Name:

Grooming instructions:
.....
.....
.....

Please confirm if your dog/cat has any new health issues, medication, special requirements or behavioural problems not previously advised? :
.....
.....

Vaccination, flea & wormer up to date? : YES/NO

I have read & understood your Covid 19 Policy

Signature:
Print name:
Date:

On collection of your dog/cat, we will ask you to sign our documents to acknowledge the following;

1 - that we have advised you (see below) of any health or behavioural problems identified by us during the grooming session, and that if we feel veterinary attention is required, you will seek their advice.

.....
.....

2 - you are happy with todays trim & condition in which we return your dog/cat.

3 - you have been returned all your/dog/cats belongings.

Notes:

Trim Style.....

Equipment & Tool used.....

Blade sizes.....

Signature:
Print name:
Date:

**PAYMENT BY BACS PRIOR TO COLLECTION OR CASH TO BE MADE ON COLLECTION OF
YOUR DOG/CAT.**