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terms & conditions

PLEASE CAREFULLY READ THIS FORM

the care of your dog

We will take the upmost care of your dog as if they were our own while we are working & grooming. We use the latest bathing & grooming equipment and have carefully selected all our grooming & washing products from recognised leading brands who specialise in offering professional grooming products. All dogs in our care are handled correctly, and whilst high-up in the bath or on the table, are secured with a lead around their neck & belly to prevent them from jumping.

our staff

All our staff have been picked because of their love of dogs, knowledge and years of experience working with animals. They have all had extensive practical experience & training in dog grooming & first aid. They have demonstrated their skills & efficiency in dealing with both pets & owners. At all times our groomers have the right to refuse to work with difficult dogs with behaviour problems, but will endeavour to do everything within their knowledge to help your dog enjoy the process of being groomed in the **twilight training & grooming** way. The owner agrees to inform **twilight training & grooming** prior to their dog's grooming session if the dog has bitten anyone or has aggressive tendencies. The owner must understand they will be held reliable for all bites caused by their dog, including full medical care of the groomer.

examination of your dog

We will also examine your dog for any irregular lumps, bumps or infections during the grooming process and if anything is found, our groomer will discuss it with you, but it must be stressed that this is not a professional medical examination as would be given by your vet or other professional medical advice – your vet must be consulted.

insurance

twilight training & grooming has full public & employer's liability insurance in the event of damage, accident or loss to your pet or our staff.

de-matting of fur

In the event of the matted coat resulting in the need to clip tight to the dogs skin to enable removal, the owner should be aware that irritation may occur from the shaving process. The dog's skin may get caught because of the close proximity of the working to the skin. The owner agrees that **twilight training & grooming** shall not be held liable for any after-grooming effects of matt clipping – producers or problems uncovered on the badly matted neglected coat. The owner agrees to pay all costs for the grooming of the dog including de-matting, which is an extra cost, whether or not the groomer is able to complete the job due to matters arising during this process,

complaints

Any complaints or dissatisfaction must be notified & discussed on handing your dog back after its grooming session with us. In the event of any agreed additional grooming as goodwill, the dog must be returned within 2 days.

cancellations

Missed appointments will incur a fee of full grooming cost & will not book the dog back in until this cost has been paid. This is due to loss of earning, time & as this slot could have been booked out to another dog. This also applies to cancellations with less than 24 hours notice given.

