



# LUDOLOVES CLIENT AGREEMENT - COVID-19 POLICY UPDATE (NOVEMBER 2020)

## AGREEMENT

PLEASE READ THE FOLLOWING STATEMENTS. BY SIGNING YOU ARE CONSENTING TO THE POLICIES AND PROCEDURES THEY RELATE TO:

### COVID 19 PROCEDURES

LudoLoves Grooming asks that you do not bring your dog if you or anyone you have been in contact with anyone presenting with Covid 19 symptoms and do not ask anyone else to bring your dog for you.

If you have to cancel due to Covid 19 the cancellation charge will be waived, and a new appointment will be scheduled at a later date.

When dropping off your dog come through the gate and attach your dog's lead to the hook provided at the socially distanced drop off point. You can briefly make LudoLoves Grooming aware of any new issues with your dog or new grooming specifications at this time or via message before the appointment.

Hand sanitiser will be available should you wish to use it

The gate and hook are treated with antibacterial spray between clients.

LudoLoves Grooming is operating a Covid safe workspace by social distancing, regular hand sanitising, wearing a mask throughout all grooms and sterilising all equipment between grooms.

If you have any concerns or suggestions, then please make me aware.

### EMERGENCIES

LudoLoves Grooming always does everything we possibly can to make sure your pet's time in the salon is as pleasant as possible. Unfortunately, occasionally grooming can expose a previously hidden medical issue, or aggravate a current one. This can happen during or after grooming.

It is possible that an accident could occur during grooming. Utmost care and caution will always be taken, but cuts, scratches, nicks and quicking of nails could occur. LudoLoves Grooming will not be responsible for any conditions or problems discovered during grooming.

LudoLoves Grooming will not be responsible for accidental death of the pet as a result of any pre-existing health condition.

Should LudoLoves Grooming determine, at its sole discretion, that urgent veterinary care is required, I agree to pay all associated fees and costs. If my pet's vet is not available, I authorise LudoLoves Grooming to use its chosen vet. LudoLoves Grooming will not be liable for any after-grooming effects of de-matting, clipping or brushing procedures, or problems uncovered on a badly matted or otherwise neglected coat including, but not limited to, skin redness, itchiness, or self-inflicted irritations from excessive external scratching or rubbing. Time and costs associated with de-matting are unpredictable. I agree to pay whatever fees are incurred as a result of de-matting. Whether a dog is matted is at the sole discretion of LudoLoves Grooming.

### BEHAVIOUR & MEDICAL

I agree that I have truthfully informed LudoLoves Grooming if my pet has ever bitten another animal or a human, or if they have any other aggressive tendencies. I agree and understand that I will be held solely responsible for any injury, harm or damage to property caused by my pet.

I confirm that my pet is currently in good health and not suffering from any communicable illness (including flea's and kennel cough) for at least 2 weeks prior to my pet's appointment.

LudoLoves Grooming reserves the right to refuse to groom a pet in an unsatisfactory state, including, but not limited to, behavioral issues, fleas, ticks, other parasites or kennel cough..

## **COAT CONDITION**

LudoLoves Grooming adheres to codes of practice under the Animal Welfare Act 2006. If your pet's coat is deemed to be too matted to remove safely with a brush, we will clip off. You will be notified in this event.

If we are able to remove small areas of matting without clipping off there will be an additional fee of £20+ due to the extra time and care required.

Any matting will be photographed.

Normal styles will be modified until the following groom.

Exceeding the recommended maintenance schedule will incur an extra charge if coat condition is compromised.

I am aware if my dog is found to have parasites (Flea's, Tick's, Roundworm, Lice etc) there will be an extra charge of £20 to pay for the cost of treating and deep cleaning the salon and time to rearrange appointments to avoid other clients dogs becoming infested.

## **CANCELLATIONS & LATE APPOINTMENTS**

LudoLoves Grooming operates a strict policy on missed appointments, and I agree to that if I need to change an appointment I will notify LudoLoves Grooming no less than 48 hours before the booked appointment. If insufficient notice is given, I agree to pay 50% of the estimated grooming charges. No new appointments will be made until missed appointments are paid for. If appointments are missed on a regular basis, pre-payment will be required.

Appointments who arrive more than 15 minutes late dropping off will be refused. They will then need to be rearranged with a 50% charge due then to being classed as a missed appointment.

Late pickups of 10 minutes or more will incur a charge of £5, then an additional £5 per 15 minutes on top of the groom price.

## **ANNUAL PRICE INCREASE**

Due to increased costs associated with inflation LudoLoves Grooming will be implementing a small annual price increase on December 1st.

## **PAYMENT**

LudoLoves Grooming except 3 methods of payment Cash, Card or Bank Transfer.

If paying by bank transfer, please pay at least 24hrs before your dog's appointment to avoid any awkwardness and unnecessary time wasting of LudoLoves Grooming having to chase payment.

If paying by cash please bring the correct amount LudoLoves Grooming do not keep hold of any change.

Contactless card payment can be made up to £44 and cards can be used for any amount.

## **GDPR**

In compliance with the General Data Protection Regulations (GDPR) LudoLoves Grooming is required by law to inform you (the client) about the data collected and stored in reference to your pet being groomed at LudoLoves Grooming and how this data is being used. LudoLoves Grooming therefore requires your consent for this information to be stored and used by LudoLoves Grooming only.

LudoLoves Grooming collects and stores data from you in the form of Client Record Cards. This information is collected from you at the initial consultation of your pet's first visit and updated as and when changes need to be made.

I confirm that I am happy to be contacted by LudoLoves Grooming with a reminder when my pet is due for grooming again and/or other messages related to carrying out of services provided by LudoLoves Grooming. I am happy to receive occasional news or announcements that may affect my pet and that I can unsubscribe from these at any time.

## **PHOTOGRAPHS**

I agree for LudoLoves Grooming to take photographs of my pet whilst in their care and am happy for LudoLoves Grooming to use them for promotional use.

**I hereby confirm that I understand and agree to all points stated above.**

**And that upon signing this contract I continue to agree with the terms for all future appointments for my pet with LudoLoves Grooming.**

**I understand also that I can request to view this contract at any time, and it will be held on my pets file.**

Client Signature	
Print	
Date	