

# Top Dog Conditions

**1. Awareness:** Please make us aware if your dog has any medical conditions. Also, if there is a part of the grooming process they are not keen on.

**2. Safety:** Please inform us if your Bitch is in season. They will either need to be rescheduled/booked in when out of season or when no males are due in. We DO NOT accept any pregnant bitches. We also have a right to refuse any Dog which may cause harm to itself or the staff of Top Dog Groomers.

**3. Late Pick Up:** We are a one on one Salon with no cages. If you are later than a stated time, there will be an extra charge added to your final bill.

**4. Missed/Cancelled/Re-book Appointments:** If less than 24 hours notice has been given, we will require 50% of the total cost of the Groom upfront before another appointment can be made. (Or at Groomers discretion).

**5. Fleas:** We ask that you please do your best to make sure your Dog does not have any Fleas before entering the Salon. If we find them, there will be a £5 charge per Dog added to your final bill.

**6. Anal Glands:** Not all Dogs need this doing. However, there are a few which need assistance. We are not VETS and so cannot check/empty glands internally. By signing this form, you have given us permission to express the glands externally or not. As the owner, you take FULL responsibility of the results.

**7. Shaving:** Following the Animal Welfare Act, if your Dog arrives with any matting in the coat, the Groomer will carry out work which is humanely best. This could result in shaving close to the skin to start over.

**8. Pricing:** We do our best to price fairly & accurately. However, in some cases the original price quoted may change due to the Dog's behaviour & coat type.

**6. Payment:** We accept both cash & card payments

**7. Media:** Photos & Videos may be taken of your Dog(s) for promotional purposes; such as Facebook and on our website. Please let us know if you **DO NOT** wish for us to do this.

**8. Strike Rule:** Top Dog is a small business. Should you miss more than 2 appointments with us, unfortunately, we will not be able to accept any more bookings.