



SOAP & FURRY
DOG GROOMING

Customer Agreement

Owner Name

Mobile/Telephone

Address

Email

Alternative Contact (In case we can't reach you)

Name & Telephone

Where did you hear about us?

We will send you our latest news and offers, tick this box if you do NOT wish to receive

Dogs Name

Breed

D.O.B

Male - Female Neutered/Spayed

Vaccinations up to date

Colour

Behaviour notes/Triggers

Known health/Skin issues

Do we need to muzzle

Which vets are you registered?

Can we give your dog treats?

Can we let your dog play with toys?

Does your dog have any allergies?

Matted Coats

Dogs with severely matted coats need extra attention. Mats in a dogs coat grow tight, and can strangle the dogs skin, or eventually tear it open. Soap and Furry will not cause serious or undue stress to your dog by de-matting for more than 15 minutes as specified by the Animal Welfare Act 2006.

Mats can be very difficult to remove, and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the dog's skin allowing mold, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process. It is not uncommon to find pre-existing conditions such as hot spots, sores, and other skin issues once the matted coat is removed. There is a chance that your pet's skin may become irritated from being clipped so close. Ear bruising or hemotoma bleeding due to excessive head shaking after removal of mats can occur. Shaved dogs are also prone to sunburn and should either have sunscreen applied daily or should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases, dogs may also exhibit brief behavioral changes. If your dog needs to be shaved to remove matting, by signing below you acknowledge that you agree to this procedure, and any risk. Because the procedure takes extreme care and extra time, there will be additional charges depending on the severity of matting.

Upon signature of this form, you confirm you have read, understood and agree to the full terms and conditions of Soap and Furry Dog Grooming which include those on this form and those sent in advance of your first appointment. They can also be found on the website - www.soapandfurry.co.uk

Signature

Date