

A pre-groom consultation questionnaire/client record must be completed, signed and dated prior to the pet's first groom by Lick n Slick. This will form the basis of the client/pet record and groom history which will be updated on subsequent visits.

During the grooming process Lick n Slick will take the utmost care to ensure the health, safety and wellbeing of your pet. If the services of a Veterinarian are required in the case of an incident, accident or serious medical problem occurring during grooming, the owner authorises Lick n Slick to obtain at the owners expense, necessary Veterinary treatment for the pet. The owner agrees that Lick n Slick, its owner and operator are not liable for any pre-existing conditions and problems found during grooming and the owner agrees to pay for all medical treatment incurred due to such conditions.

In the event of the pet requiring a shave down/clip down due to poor coat condition, the owner should be aware that irritation may occur from the shaving process, as well as uncovering nicks, scabs, cuts, fungal & bacterial issues, maggots and pre-existing irritation. Lick n Slick will use a medicated bath to help soothe & alleviate problems & may advise Veterinary care be sought. The pet owner agrees that Lick n Slick shall not be held liable for any after-grooming effects of clipping procedures or problems uncovered on a badly matted or neglected coat which could include, but are not limited to the following: itchiness, skin redness or self inflicted irritations/abrasions from excessive external scratching or rubbing.

In conjunction with the rules set out by The Animal Welfare Act 2006, (clause 5 - Animals are to be protected from pain, injury, suffering...) Lick n Slick will not de-mat coats that have been neglected and might cause stress or trauma to the pet by doing so. [See Matted Coat Release Form \(pdf\)](#)

Lick n Slick reserves the right to refuse to groom any pet that shows signs of aggression. For the safety of the groomer and the dog, a soft muzzle may be used, services discontinued or refused. The pet owner agrees to inform Lick n Slick prior to grooming if their dog has ever bitten or shown aggression at any time. Failure to disclose this information may result in refusal of further services and a minimum charge of £100 being levied, regardless of whether grooming services are completed or not.

In conjunction with the Animals Act 1971, an owner will be held liable for all injuries caused by their animal when aware that the animal may cause injury.

Owner agrees to pay all costs for the grooming of their pet including but not limited to special handling, de-matting, matted coat removal (clipping off), and fees due for missed appointments.

Missed appointments will incur a minimum fee of 50% of the standard grooming charge for your pet and will be due before further appointments will be booked. Repeated missed appointments will result in refusal of service.

Lick n Slick provides a courtesy reminder call prior to your appointment.  
Failure to receive this call does not absolve you of the responsibility to keep your appointment.

A 24-hour cancellation notice is required for all appointments. If Lick n Slick does not receive minimum 24-hour notice, a re-booking fee will be applied. (Family emergencies will be considered).

Please make sure your dog has had ample opportunity to relieve itself prior to grooming.

The pet owner consents to the use of their pets photos taken by Lick n Slick, for use on their website & printed materials. Lick n Slick will never sell copies or grant copyright to outside persons/companies without obtaining prior written authorization from the owner.

Lick n Slick reserves the right to refuse service for any reason.

Last Name \_\_\_\_\_ Dogs Name\_\_\_\_\_

I agree to all the aforementioned terms. I agree to provide the groomer with all medical and temperament information and to keep the groomer updated to changes in my pet's health and behaviour.

I understand that failure to inform the groomer of any health or temperament changes may result in additional costs and refusal of further grooming. This is for the safety of my pet as well as the groomer.

Most dogs require 1.5 to 3 hours or more depending on the size of the dog, the condition of the dog and the clip or style required. Lick n Slick will give an estimated time or call when the groom is completed.

Owners Signature \_\_\_\_\_ Date\_\_\_\_\_