

COVID-19 GROOMING POLICY
CONDITIONS UNDER WHICH TOPTAILS IS ACCEPTING DOGS FOR
GROOMING

Due to the current covid-19 pandemic the way in which we (groomers in general) work and groom your dog has changed dramatically. Whilst we will be adhering to the strictest guidelines to reduce the spread of the disease. It must be clearly understood that clients wishing to have their dogs groomed at this time, do so at their own risk and must agree to the terms and conditions.

Anybody self-isolating, or showing any symptoms, MUST NOT under any circumstances attend a grooming appointment.

- All dogs must arrive thoroughly brushed /combed out and have clean hygiene areas as they must now be bathed immediately.
- On arrival all clients must follow all hygiene procedures put in place to minimise cross contamination. (Face coverings must be worn and hand sanitiser applied before entering the salon).
- Clients are responsible for safely securing their own dog, when dropping off in the puppy pen.
- All Harness/collars and leads must be removed and taken home.
- Please give as much notice as is possible for cancellations. Last minute cancellations may incur a cancellation fee (in accordance with TopTails cancellation policy) to be paid before any further appointments can be made.
- We can now only accept contactless card payments at the time of collection or remote payments, which must be made prior to collection of your dog.

- You MUST drop off/pick up at the stated time. Only one client is permitted in the salon at a time. Times are purposely staggered to ensure this. Any dogs arriving late may have to be rebooked and a late fee applied to cover loss of earnings. Uncollected dogs will be charged a sitting fee as this may result in the next client having to be postponed or even cancelled!
- Before the grooming procedure can begin (as a precaution) your dog will be misted down with a pet safe, non-toxic, non-irritant anti-viral spray or wiped down with antimicrobial pet wipes. However, it must be understood that if in the unlikely event a reaction occurred, we cannot be held liable.
- We will try our very best to maintain the desired style, but any knotted or matted coats will be clipped short. Dogs requiring extensive extra work may incur an extra charge. Many thanks in advance for your co-operation.
- These procedures run alongside the signed consent to groom declaration on your pets grooming record card.
- Please be aware that procedures will be updated as and when required by latest research or legislation.

I have read and understand the above terms and conditions.

Owner's Signature

_____ Date
