FULLER FLUFFIES DOG GROOMING

CLIENT CONSULTATION RECORD

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Owner’s Name: |  | | | | |
| Address: |  | | | | |
| Telephone No: |  |  | Mobile No: |  |  |
| Emergency Phone Number if different to above: | | |  | |  |
| Email: |  | | | | |
| Dog’s Name: |  | | | | |
| Breed: |  | | | | |
| Gender: |  |  | Spayed/Neutered: |  | Yes/No |
| Age/D.O.B: |  |  | Vaccinated:  Copy to be kept |  | Yes/No  Yes/No |
| Microchip No: |  |  |  |  |  |
| Can Treats be given? | Yes/No |  | If yes, can peanut butter be used? |  | Yes/No |
| Vet: |  | | | | |
| Medical info: |  | | | | |
| ­Additional Info: |  | | | | |
|  |  | | | | |
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DISCLAIMER AND CONCENT FORM

I the owner of the above named dog(s), confirm that my dog is fit, healthy (unless stated above). I agree that the Fuller Fluffies will not be held liable nor responsible for irritation, abrasion, patchiness, or hair loss due to any pre-existing skin conditions or as a result of the process of grooming, de-matting, thinning, stripping or clipping. I consent to veterinary treatment in an emergency should my pet’s health cause the groomer any concerns, this is at the expense of myself (the dogs owner). I agree that my dog(s) have never shown aggression to people, other dogs or animals.

I have read and agree to the Fuller Fluffies dog grooming Terms and Conditions, to which I have been given a copy.

I agree that all the above information is complete and accurate to the best of my knowledge.

I agree/disagree to photos being taken and to their use in any Fuller Fluffies publicity. (Delete as applicable)

I agree to notify Fuller Fluffies if any of the information on this consent form changes.

I am happy to be contacted by Phone, Mobile, Email and/or Post. (Delete as applicable)

|  |  |  |  |
| --- | --- | --- | --- |
| Consenting owner’s signature: |  | Date: |  |
| Michelle Fuller (Fuller Fluffies): |  | Date: |  |

This consent form is a formal way of indicating that you agree with the above.

GDPR: DATA PRIVACY STATEMENT

Fuller Fluffies are committed to protecting and respecting your privacy. These rules are in line with General Data Protection Regulation (GDPR)

This policy is basis on which personal data we collect from you, or that you provide to us, and how it will be processed by us. Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

We use your personal data for the following purposes: To create, notify and control appointments for dog grooming services. We must have current contact details to service your grooming requirements to inform you of appointments, changes to appointments or problems/issues with your dog.

Personal data. Your record may consist of: first name, surname, address, telephone number, mobile number, email address, your dog(s) name(s)/breed(s)/age(s) and your vet details.

Sharing your personal data. Your personal data will be treated as strictly confidential and will not be shared.

How long do we keep your personal data? We keep your personal data for no longer than reasonably necessary, a period of up to 5 years from the last date it was used.

Your right regarding your personal data:

• The right to request a copy of the personal data which we hold about you

• The right to request that we correct any personal data if it is found to be inaccurate or out of date

• The right to request your personal data is erased when it is no longer necessary to retain such

Data

|  |  |  |  |
| --- | --- | --- | --- |
| Consenting owner’s signature: |  | Date: |  |
| Michelle Fuller (Fuller Fluffies): |  | Date: |  |

TERMS AND CONDITIONS

These terms and conditions are just in place to ensure an understanding between me (the groomer) and you (the client) is meet. So that your dog receives the best service whilst in my care at Fuller Fluffies.

I, Michelle Fuller, will endeavour to make your dog’s experience, while in my care, one that is comfortable and enjoyable to the best of my ability. I will aim to cater to your dog’s age, gender, breed, knowledge of health and agility to the best of my ability. Should anything happen that arouses concern or injury, I will notify you and act accordingly. I aim to comply with a dog’s welfare needs laid out in the Animal Welfare Act 2006.

I kindly ask that You (the client) will:

* Notify me of any changes to information detailed in your signed consent form.
* Discuss your preferred grooming requests with me, either at the time of booking or drop off. You understand that I will endeavour to meet these requests, but nothing can be guaranteed.
* Should you have any concerns about the finished groom, please let me know within 48 hours and I will happily aim to make any necessary amendments.
* Inform me of anything I may need to know about your dog that may affect the grooming experience. This is to include health, behaviour and temperament.
* Ensure your dog’s vaccinations are kept up to date when visiting the dog grooming salon.

Please note that payment is by cash, electronic transfer, debit/credit card in advance or at the time of collection.

Any prices listed are a guideline and subject to change. All prices are calculated individually to cater for such factors as the grooming requirements; the dog’s breed, coat type, size, and temperament; labour; equipment and product use etc.

Please be aware that there may be additional charges due if anything unexpected is discovered during the groom that adds to labour, use of products, excessive wear/tear on equipment etc. You will be notified of this during the groom or at time of collection. These are such things as:

* Fleas / parasites found on your dog (£5+)
* Severe matting (£7+)
* There may be a small charge for the late collection of your dog (£5+ per fifteen minutes).
* Any last-minute cancellation, less than 24 hours, will incur a fee of 50% of the total groom price quoted

A £20 non-refundable deposit maybe requested before booking, this will be deducted from the final groom price.

Your signature on your consent form is confirmation that you have read, understood, and agree with all of the above.

I hope you will be delighted with your Fuller Fluffies dog grooming experience and I look forward to your returning custom.