



## TERMS AND CONDITIONS

1. Health Your cat must be deemed as fit and healthy for the grooming session. Purely Cat Grooming are not liable for any underlying health condition your cat may have that may become apparent during a groom.
  2. All vaccinations must be up to date and a veterinary health check has been carried out on your cat in the last 6 months
  3. The person bringing the cat or the owner/whoever signs this form, takes full responsibility for ensuring that the cat is in good health for the grooming session and agree to disclose any medical conditions on registration.
  4. If a health condition develops whilst you are a client of Purely Cat Grooming, you agree to disclose this to Purely Cat Grooming as soon as new medical conditions arise.
  5. All allergies and topical medications must be declared for the records.
  - 5a. To protect all the cats who visit us, visiting cats with ectoparasites such as fleas may incur a fogging fee of up to £40 depending on the level of infestation.
  6. To protect against missed appointments, **all initial and future bookings made will be held by a £55 appointment holding fee. Bookings will only be guaranteed on receipt of this payment.**
- Any holding fees will be taken off the total cost of the groom and a new appointment holding fee will be required for the next appointment booked.

### 7. PAYMENT IS DUE ON OR BEFORE COLLECTION OF YOUR CAT

Payment details are

**Starling Bank (Business account)**

**Suzanne Trusler      Sort code : 60-83-71      Bank acc : 26741326**

7. If the holding fee is not received within **48 hours** from agreement, the agreed slot will be made available again in the diary for other clients.

## 8. NO SHOWS

**If a client fails to show up for an appointment, the holding fee of £55 will be used against this appointment and a new £55 appointment holding fee will be required to secure any future bookings.**

## 9. RESCHEDULING APPOINTMENTS

To enable rescheduled appointments to be utilised by other clients, Purely Cat Grooming require a minimum 48 hours notice to reschedule. Provided 48 hours notice is given, your appointment holding fee will be transferred in full to your new appointment slot.

Less than 48 hours notice **may** result in a £25 fee **if** there is not enough time to find another client to take your original appointment.

9. If a session is stopped and incomplete due to cat's behaviour or health needs, the appointment holding fee will not be returned.

## 10. MATTING

Purely Cat Grooming is not responsible for any skin conditions which are revealed from under matting or any veterinary intervention required to treat them. Any resulting veterinary fees are the clients' responsibility.

A de-matting/shaving policy is in place We have called this our "At Risk" form.

11. Whilst every care is taken when shaving a cat's fur, there is the risk of skin nicks, particularly on, but not limited to, matted, elderly cats, or those with known medical conditions.

11a. Any shaving work is entirely at the owners own risk.

12. We advise cats over 15 years of age should be seen by your vet for shaving. Unless your vet has completed a Veterinary Referral form stating that your cat is well enough to be groomed.

13. It is the owner's/responsible person's responsibility to make reasonable adjustments in a shaved cat's routine until their hair begins to regrow again and protect them from sunburn, cold and injury.

14. Occasionally, during the groom matts may be more severe than expected. You as the owner accept this. Variations from the initial plan will be discussed before with you and a new plan made if this is the case.

## 15. Challenging Behaviour

If I see a rise in challenging or aggressive behaviour during the groom that puts risks to the cat's or the groomers health, the groom will be stopped immediately, even in the event that the shaving or grooming work is incomplete. You may be asked to come back on another occasion to complete the groom and/or shaving work.

16. Very Occasionally, we may need to stop a groom due to challenging behaviour, if this happens, you the owner will be notified immediately and asked to collect your cat and we will explain how best to proceed in the best interests of your cat.

Stopping a groom is rare, but it can happen. There will be a minimum charge of £55, depending on how far we get before stopping the groom, this is at the groomer's discretion.

#### 17. HEALTH CONDITIONS

ALL health conditions, including but not limited to; Heart conditions, heart murmurs, allergies, hyperthyroidism, diabetes, arthritis and anything else your cat has, MUST be declared at the very beginning, before any groom takes place.

18. Increased stress or heart rate can affect or worsen certain pre-existing health conditions. This could occur on travel to the cat clinic even before grooming treatment has begun.

19. Hyperthyroidism affects skin and coat condition, it is essential that if you have a diagnosis, we are made aware of this.

#### 20. Senior Cats and cats with Known Heart Conditions

Cats hide illness well, especially as they age. Cats over the age of 12 years will be required to have a vet check within 3 months of a groom.

Cats over 12 years old and cats with heart conditions may not be bathed.

If you wish your senior cat to be bathed and he or she is in good health, you MUST get written authorisation from your veterinary surgeon for any bath to proceed, we have a veterinary referral form for this.

Purely cat grooming also reserve the right to refuse to groom a senior cat if we assess the groom to be too much of a risk for your cat.

#### 21. Stress and Anxiety.

Grooming sessions will be stopped immediately if the cat becomes highly anxious, displays panting, appears very unhappy or appears to be in pain.

The client accepts that the cat will be sent home regardless, as each cat's welfare and health is our top priority. The client will be phoned immediately and asked to collect their cat. The minimum fee under such circumstances will be £55, if the groom is almost complete, this may be closer to the full fee.

22. Sometimes a cat may need help to get through a groom with a light sedation administered at home by you. If Purely Cat Grooming assess your cat as needing additional help before a groom or stop a groom due to stress or anxiety, we will give you a veterinary referral form for your vet to fill in and return to us. Your vet has the final word on whether we can safely groom your cat and we will never overrule your vet's decision.

#### 23. Discomfort and wriggly Cats.

If a cat becomes too uncomfortable or is moving so much that this presents a risk of cutting skin, the grooming session will stop.

This includes leaving any unfinished shaving work because safety is our top priority.

The minimum fee for such cases is £55 but it may be more, depending on how far through the groom we get.

#### 24. Muzzles

A veterinary Air Muzzle or more commonly, an E-collar is used in circumstances where the risk of the groomer being bitten is high. Such a muzzle is very safe and allows full visual checking of the cat's breathing and monitoring of anxiety levels

#### 25. CAT BITES

In the event of the groomer being bitten by your cat. The groom will stop and you will be advised to come and collect your cat, even if the groom is unfinished. The full fee is still due.

26. All cats are required to have their claws trimmed for the safety of the cat and the groomer.

If you do not wish for your cat to have trimmed claws. We will be unable to perform a grooming session for your cat.

#### 27. EMERGENCIES

Purely Cat Grooming undergoes annual BSAVA and RCVS approved feline first aid and wellbeing training with continued professional development throughout each year.

In the unlikely event of injury or any health concerns which are deemed by us to be an emergency, and we cannot reach you. You authorise me to call your vet and if they are not available, another vet as necessary.

We will make every effort to contact you, whilst prioritising the welfare of your cat. You, the client are responsible for all resulting veterinary fees.

#### 28. Biosecurity

During a pandemic, FULL PPE and a clean uniform is worn between each cat to protect against cross infection.

#### 29. Contagious Diseases.

Purely cat grooming will not groom a cat that is unwell, or has any type of infectious disease until declared healthy enough by their vet.

#### 30. RINGWORM

If we suspect ringworm, purely cat grooming will not be able to accept this cat at all, until your vet has tested two clear cultures at least two months apart.

This is completely non-negotiable due to the highly infectious nature of ringworm and it's zoonotic (transferrable to and from humans) nature.

#### 31. Feline Aids and Feline Leukaemia.

I DO NOT groom cats with Feline Immunodeficiency Virus (FIV) or Feline Leukaemia Virus (FeLV) within my business premises at all.

### 32. SEDATED CATS

If your vet decides that a light sedation before your cats' groom is appropriate, it is YOUR responsibility to give any sedation at home according to your vet's specific instructions. Purely Cat Grooming will not administer sedation to any cats under any circumstances.

Terms and Conditions DECLARATION... I have read and understood the terms and conditions for grooming cats at Purely Cat Grooming and agree to the grooming session proceeding according to these terms: Signed: