



DOG GROOMING AGREEMENT 2026-2027

Introduction

Peanut's Parlour (Part of Solihull College and University Centre) will endeavour to ensure that your pet is always safe during its appointment. To ensure that this is done to the highest standard we ask that the following terms and conditions are adhered to for every appointment. Whilst every effort has been made to ensure the safety of dogs at Solihull College and University Centre, by signing this agreement, or by default, by booking an appointment, you understand that you are presenting your dog for appointment at your own risk and Peanut's Parlour cannot be held responsible for any injury to your dog whilst in attendance.

An appointment is defined as a scheduled booking, with owner(s) present or not, where dog(s) receive grooming services, or attendance to a study programme with a dog(s) upon invite by a Dog Grooming Lecturer or Technician.

Termination of Grooms

The welfare and safety of both your dog and our students are our highest priorities. Throughout the grooming process, we continuously monitor your dog's wellbeing and the student's ability to carry out the groom safely and effectively. If at any stage we believe that the dog or student is experiencing excessive stress, discomfort, or that there is a risk to safety, we reserve the right to review and, where necessary, discontinue the grooming procedure. Should this occur, we will contact you immediately and ask that you collect your dog as soon as possible.

Grooming Standards

We will always do all in our power to groom your dog as you have requested, however, by signing this agreement you understand that your dog may not receive a full treatment as activities undertaken will depend on training needs of our learners and course requirements.

As learners are still learning their trade there is always a small chance mistakes may occur during your pet's treatment, or your dog may not receive the groom or elements of the groom requested. This may also be affected by the behaviour and temperament of the dog being groomed.

The level and type of groom your dog will receive will be discussed with you at appointment booking, however, we reserve the right to alter this should course requirements necessitate a change. Dogs may not receive a full groom in the session due to the requirements of the teaching content and learner assessment. Where possible, the Dog Grooming Lecturer or Technician will discuss changes with you prior to completion.

By signing this form, you consent for your dog(s) to be handled and groomed by Student Dog Groomers and Dog Grooming Assistants.



Prices

Pricing is determined by factors including breed, coat length, coat condition, temperament, age, and individual grooming requirements. All prices provided are intended as a guide only and will be confirmed upon completion of the groom. An up-to-date price list is available on request by emailing dogs@solihull.ac.uk. Peanut's Parlour reserves the right to amend its pricing structure; any changes that may affect your booking will be discussed with you at the time of admission.

Arrival and Collection

Please ensure all dogs are brought to their appointment on lead, attached to either a collar or harness. Peanut's Parlour will not take responsibility for the loss or damage of any equipment that is left with your dog, this includes leads, collars, harnesses and coats.

You must feed your dog at least two hours before grooming (unless diabetic).

Our appointment slots are timed to each individual dog. This ensures we are not rushing to complete your dog. The appointment time given, is the time we expect to admit you to the salon. These are not flexible. We appreciate clients may be late through no fault of their own, however we also have a duty of care to our clients who meet their appointment times and the learning experience of our students

Clients arriving more than 15 minutes late may be unable to be accommodated and may be required to reschedule their appointment. This policy helps us maintain an efficient salon, ensuring that all dogs receive the time and care they require while supporting the practical training and development of our students.

If you are early for your appointment, we may not be able to grant you immediate access.

The collection time given, is the time we expect to return your dog(s) to you. Please collect your dog promptly as not to impact learner schedule.

Cancellations

We appreciate that sometimes you may need to rearrange your dog's appointment. We request a minimum of 48 hours' notice if you need to cancel your pet's appointment. Please understand that when you forget or cancel an appointment without giving enough notice, we miss the opportunity to fill that appointment time for clients on our waiting list, as well as affecting the learning opportunities of our students.



Pre-Groom Health Checks

Prior to all appointments, salon staff will contact the owner to confirm if there are ongoing health concerns or allergies. On arrival to the salon, all dogs will receive a pre-groom health check by salon staff/learners, and the owner will be asked to confirm any conditions. If the salon staff are not happy with the health of the dog upon arrival, they have the right to terminate the groom.

The owner must declare all medical conditions and treatment, current or recent, that the dog is receiving/has received. Any known or suspected allergies must be disclosed to the groomer prior to appointment.

Injuries and Accidents

Your dog's safety and wellbeing is our absolute number one priority, and every effort will be made to ensure this. Please be aware that your dogs will be worked on Trainee Dog Groomers and Dog Grooming Assistants who are still learning the skills and techniques required in this industry.

There is always the possibility an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations. Possible problems that could occur include cuts, nicks, scratches and quicking of the nails.

Salon staff will inform you upon collection if any minor injuries have occurred. In the very unlikely situation that a serious injury occurs, salon staff will perform first aid treatment and if appropriate will contact you immediately to arrange for you to take them to a vet. All salon staff are trained in Canine First Aid and attend a refresher training session every three years.

If salon staff feel it appropriate, the dog be taken straight to 608 Vets, Solihull, to receive emergency treatment. Clients will be responsible for covering all veterinary costs, unless negligence is determined following an investigation by the College Leadership Team.

Grooming may expose underlying skin or health problems which we cannot be held liable for. No responsibility will be taken for any irritation, abrasion, or hair loss due to any pre-existing skin condition, or because of the grooming process. Signing of this contract is classed as consent for treatments should it be required.

Vaccinations

To maintain the health of your dog(s) when coming to be groomed, we require a yearly check of your vaccination record or titre test results to ensure your dog is vaccinated or has a level of immunity against all the major diseases that could potentially be passed on to other dogs or animals housed within the vicinity of the salon.

You will be required to send photographic proof of this, either at first booking, or the first booking after the vaccination due date. All dogs should have had their latest vaccinations no shorter than 24 hours prior to their appointment.



We reserve the right to refuse grooming services and admittance for dogs that are not up to date with vaccinations or titre test results.

Bitches in Season or Pregnant/Lactating

We do not accept pregnant bitches, bitches with puppies under 8 weeks old or bitches in season under any circumstances. This also applies if you think your bitch may be pregnant but has yet to be confirmed. We can only accept female dogs who are no longer nursing, and their milk has dried up.

If your dog is found to be in season at the time of arrival, we reserve the right to cancel and reschedule the grooming appointment. For the health and welfare of all dogs in our care, we are unable to accept bitches in season due to the increased risk of infection during the bathing process and the potential for behavioural distraction or distress to other dogs, particularly entire males.

Following the end of a season, you must wait a minimum of one week before arranging a grooming appointment to allow any swelling to subside and to reduce the risk of complications.

If you are unsure whether your dog is fit to attend for grooming, please contact us for advice prior to your appointment.

Sedated Dogs

We do not accept medically sedated dogs under any circumstances.

Parasites

If your dog has a parasitic infection, please treat them before booking your appointment to ensure they are no longer present. We will not treat dogs with parasitic infestations and reserve the right to refuse or terminate the groom of any dogs with a parasitic infestation. Please be aware that depending on the severity of the infestation, your groom may incur a surcharge for parasites.

Insurance

We recommend that all dogs should be insured before being sent for an appointment. However, if they are not insured, by signing this agreement you agree that you are able to cover all veterinary costs, if needed.

Toileting



A full bladder and bowel can be very uncomfortable for a dog whilst it is being groomed. You must ensure that your pet has been toileted before bringing them to the salon. It is unhygienic and unpleasant when dogs urinate or defecate on the premises.

If you need to toilet your dog whilst at Solihull College and University Centre, please use the grassed area in front of Peanut's Parlour. Please double bag all waste and dispose of in the allocated bin outside the salon.

Holding Facilities

Your dog will be kept in a secure, individual crate or kennel before and after grooming services. If you do not wish your dog to be placed in a crate it is your responsibility to let a member of our staff know.

Unwell dogs

If your dog is unwell, for example displaying symptoms such as vomiting, diarrhoea, or kennel cough, please do not bring them to their grooming appointment. This is for the comfort and wellbeing of your dog, and to safeguard the health of other dogs and animals within and around the salon environment.

Dogs should also not attend for grooming if they have recently undergone a medical procedure, including vaccinations, intravenous treatments, surgery, or other veterinary interventions. We recommend consulting your veterinary surgeon to determine an appropriate recovery period before booking a grooming appointment.

To ensure the safety and welfare of your dog, you must inform staff of any recent medical procedures, treatments, illnesses, or health concerns prior to the appointment. Peanut's Parlour cannot accept liability for any complications arising from recent medical treatments or procedures where veterinary advice regarding grooming suitability has not been followed.

Parasites and Infectious Conditions

If your dog is affected by a parasitic, fungal, or other contagious condition, please ensure appropriate treatment has been completed before booking a grooming appointment. We may require confirmation from your veterinary surgeon that your dog is no longer contagious before a further appointment can be scheduled.

Should a parasitic or fungal infection be identified during the grooming process, we reserve the right to stop the groom immediately and contact you to collect your dog. This is to protect the health and welfare of your dog, other animals, our students, and the salon environment.

Dogs presenting with an infection cannot be groomed as this poses a risk of contamination to the salon and other animals. In such cases, the groom will be discontinued, and you will be contacted



immediately to collect your dog. Once the infection has been successfully treated, we will be happy to discuss rebooking your appointment.

Please note that, depending on the severity of the infection and any additional cleaning or treatment requirements, a surcharge may be applied.

If another dog attending the salon is subsequently identified as having a contagious condition, we will notify affected clients where appropriate and advise on any symptoms to monitor. While we take all reasonable precautions to maintain high standards of hygiene and biosecurity, Peanut's Parlour and Solihull College and University Centre cannot accept liability for illnesses or infections contracted while on the premises.

Standards of Behaviour

Your dog must be always kept on a lead whilst on any sites belonging to Solihull College and University Centre. The College remains a 'no dog' campus, except for service dogs and those used in delivery of qualifications.

Owners remain responsible for their dog's behaviour at all times and may be held liable for any injury, damage, or loss caused to persons, property, students, staff, visitors, or animals as a result of an incident involving their dog.

All dogs attending a grooming appointment must be taken directly to Peanut's Parlour reception upon arrival. Under no circumstances are dogs permitted to enter the Animal Care Unit. This restriction is in place to protect the welfare of the animals housed within the unit, many of which are sensitive and not accustomed to the presence of dogs, and to maintain appropriate biosecurity standards.

At no point should any dog(s) accompany staff to their office, classroom, or areas of work or duties. You are liable for any accidents or damage involving your animal, property, students, staff or visitors should you choose to have your dog accompany you to your office, classroom, or areas of work or duties.

Not all people are comfortable around dogs, so please be mindful of this while your dog is on site and always be in control of them.

You will not be allowed to stay with your dog during the grooming process other than in extremely exceptional circumstances and at the discretion of the Dog Grooming Lecturer or Technician.

Dogs Showing Aggression

Any dog who shows aggression to people or other dogs will not be accepted for grooming. You must inform us if your dog bites, has bitten or is aggressive to people, other pets or for specific grooming procedures. The owner understands that they will be legally liable for the consequences of all bites



caused by their dog, and we reserve the right to terminate the groom during any point should the animal be showing aggression and request immediate collection. This may lead to an incomplete treatment. We reserve the right to muzzle your dog if it represents a danger to any other dog or person. Any dogs that show signs of aggression will be refused further services.

Elderly Dogs

Elderly dogs may be subject to greater stress during treatment; please make sure your dog is healthy enough to undergo treatment. Grooming elderly animals will be at the owner's own risk and we reserve the right to refuse these dogs if the treatment will cause too much stress.

Large and Giant/Overweight Dogs

We reserve the right to refuse any dogs that are too heavy or large to be handled safely.

Dangerous Dogs Act 1991

Under the Dangerous Dogs Act 1991 we are unable to admit the following breeds to Solihull College Dog Grooming Academy, or any campus associated with Solihull College and University Centre: Pit Bull Terrier, Japanese Tosa, Dog Argentino, Fila Brasileiro, XL Bully.

Matted Dogs

If your dog is matted, we will not subject them to stress, pain and discomfort, therefore we cannot guarantee that a whole treatment can take place in one session. The treatment may need to take place over more than one session, or we may refer you to your vet to do the same

To minimise stress and in accordance with the Animal Welfare Act 2006 we will not spend more than 15 minutes manual dematting any dog in a single session. We reserve the right to refuse heavily matted dogs.

Matted fur or hair on your dog may result in us having to clip close to the dog's skin. We do not accept liability for any other effects following the treatment of a matted dog or problems uncovered on a badly matted, neglected coat. This can include irritation, redness, burns, abrasions, nicks and self-inflicted irritations/abrasions from excessive rubbing, scratching or biting. If a dog has excessively matted ears, bleeding at the tips of the ear can occur when the matting is removed, this is because the delicate blood vessels have been restricted by the tight matted hair and releasing this pressure means blood rushes to the tips of the ears and can cause the ears to split at the tip or haematomas to occur. We will do everything we can to avoid this happening, but it is sometimes unavoidable, so please be aware that there is a possibility it could happen. If it does happen, we would recommend taking your dog to the vet for a check-up, explaining that the ears have been trimmed due to excessive matting.



We accept no liability for injury, haematomas or any secondary effects should matting occur on the ear. Peanut's Parlour will not accept financial liability for any vet treatment required because of the treatment of a matted dog.

General Data Protection Regulations (GDPR)

Your dog may be photographed or videoed before, during and after its groom. These images and videos may be used for our website, social media, students work and for use on the Solihull College and University Centre Campus.

By signing, you agree for your dog's images/videos to be used for such purposes.

Peanut's Parlour keeps detailed records of all dogs, treatments and responsible staff. Some client details will be collected for booking purposes only, via our booking system, Pata Partners. Client data will be treated in accordance with the data protection principles of the Data Protection Act and will not be shared with third parties.

Complaints

Please refer to the Complaints Procedure.

Name:

Signature:

Date: