

Splash Dog Grooming Studio Price Guide

Full Groom Price Guide

If you need to get your pet in show trim, to breed standard or it just hasn't been done for a while and a wash n' dry in our DIY room just isn't enough, then we can get him back into shape with a wash and conditioning rinse with professional grade products appropriate for your dogs coat and skin type, blow dry, brush out and style. Eyes, ears, feet and nails will be attended to as well as tidying up around the face and tail to keep your pet in shape, all for a fully inclusive price with no hidden extras!

Small dog: (Yorkie, Lhasa, Toy Poodle, Westie, Cairn, etc)	Short/light coat from £25 , long/heavy coat from £30
Medium dog: (Shih-tzu, Spaniels, Miniature Schnauzer/Poodle, Lab, etc)	Short/light coat from £30 , long/heavy coat from £35
Large dog: (Collie's, Bouvier, Standard Poodle, GSD, Golden Retriever, etc)	Short/light coat from £40 , long/heavy coat from £50
Extra large dog: (Bernese, Newfoundland, G Schnauzer, etc)	Short/light coat from £55 , long/heavy coat from £75

Please note that a nominal **£5** charge is added for small/medium dogs and **£10** for large/extra large dogs that require to be pre-cut before bathing to remove excess coat or matted coat as we are effectively then clipping the dog twice which requires a longer appointment time.

Hand stripping: small/medium from **£40**, large from **£55**, extra large from **£95**

Hand stripping can only be performed on coats of the correct texture and which have not previously been clipped. Neutering often changes coat texture and renders hand stripping impossible.

Maintenance Grooming

A maintenance groom service is available for your dog if it is regularly groomed and kept relatively mat free, otherwise a full groom may be necessary depending on the condition of the dog on presentation at the appointment. We can tailor a schedule and prices to suit your dogs lifestyle requirements. For instance, simply a wash/dry and tidy up between full appointments may be all you want, or your busy lifestyle may require a schedule that also includes additional wash/dries between the full and tidy up appointments. For example, we have some customers on a 3 month rolling maintenance schedule which comprises of: Week 0: full groom, Week 3: wash/dry, Week 6: wash/dry/tidy paws/nails and face/tail, Week 9: wash/dry, Week 12: full groom.

Nail clipping

We are happy to carry out nail clipping **free of charge for existing grooming customers** if needed between visits without the need to make an appointment (subject to us having time available) – just drop in. **£5 fixed price for non-grooming customers** regardless of the amount of nails actually clipped.

To prevent stress and possible injury to your dog and our staff, we do not guarantee to be able to clip any of your dogs nails if it is non-compliant with the procedure and displays aggressive behaviour. Not all of your dogs nails will necessarily need to be clipped, so only those that are will be attempted.

Additional collect/return charges

This is a limited service only available within 2.5 miles radius of the Studio, shown as the shaded area on the map. Please ask when booking if required.

£5 – you bring your dog to us at a pre-arranged time and **we return** your dog to your home, neighbour or place of work after grooming.

£5 - we collect from your home, neighbour or place of work and **you collect** from us after grooming at a pre-arranged time or when we call you.

£10 – we collect, groom and return from/to your home, neighbour or place of work.



DIY Dog Wash 'n Dry

Our unique drop in facility with NO appointment required. However, we advise you call ahead first to check availability if you need it urgently to avoid a wait if already in use when you arrive. Wash and dry your dog yourself using the same equipment we use, but at a fantastic low cost.

£10 for up to 1 hour in the DIY room, **£5** for up to ½ an hour thereafter to a maximum of 2 hours. Wash and dry a maximum of two small dogs or one medium/large dog, professional grade concentrated shampoo and conditioner included plus one towel per dog if required. Please note that other than washing, drying, brushing/combing, no other form of grooming is permitted in the cubicle.

£5 for a Personal Protective Equipment (PPE) kit if required. This is highly recommended when using the high velocity dryer on long/heavy coated dogs with loose undercoat or with dirt/sand. Comprises: soft ear plugs, wrap around clear protective glasses, disposable face mask.

Price guide with effect from 3rd April 2012. We reserve the right to amend prices without notice.

55 High Street, Cockenzie, East Lothian EH32 0DG www.SplashDogGrooming.co.uk 01875-812648

Open Tuesday to Saturday, 9am first appointment to start, 6pm last appointment to finish.

Conditions of accepting your dog for a grooming appointment

Please ensure that your dog is exercised and given ample opportunity to fully relieve itself before being brought for its appointment. Dogs which cause an excessive mess whilst in our care may be subject to an additional **£10** clean up charge. We regret that we cannot accept dogs which are known to persistently bark as we are in a residential area and is a condition of our planning consent. We may have to call you to remove your dog from the studio if it is causing a potential disturbance to our neighbours and other dogs in our care by barking. You must ensure that you can produce up to date vaccination evidence for your dog if asked for. We regret that we cannot accept puppies for grooming until two weeks after their second vaccination. A dog which appears unwell at the time of the appointment will not be accepted for grooming due to the risk of cross infection to other clients dogs. Please do not make an appointment for a bitch that is in season or likely to be in season. We will not accept it for grooming if presented and you will be charged a **£10** rebooking fee. Please note that we do not express dog's anal glands, nor do we advise regularly expressing unless advised by a vet. If you suspect your dog has a problem in this area, please refer it to your vet. We do not de-scale teeth as ingestion of the bacteria in the debris can cause internal organ problems for your dog. Teeth and gum problems are serious health hazards for dogs and must be attended to by your vet. Dog's coats which are excessively matted will have the matted areas clipped out. Please note that depending on how heavily matted the coat is on examination, additional time and therefore cost may be incurred, so it may not be possible to achieve the desired finish or style you desire. Whilst your dog is in our temporary care we have a duty to ensure its welfare under section 4 of the Animal Welfare Act 2006 to relieve any unnecessary suffering, for example, due to excessive mats. Severely matted coats are distressing and a health hazard to your dog which may require to be clipped out very close to the skin. As this process can cause irritation post grooming, you are advised to minimise the effects (commonly referred to as "clipper burn", although is seldom caused by heat) by keeping areas of irritation dry and applying an antibacterial powder should your dog constantly lick or scratch an area of irritation. In very rare cases a dog may have a severe reaction that will necessitate veterinary attention. Symptoms can manifest or subside at any point up to 48 hours after grooming. We pride ourselves in taking great care to avoid this situation happening in the first place, but we are duty bound to take action to relieve the discomfort and distress cause by severe matting as our primary concern. You are strongly advised to insure your dog against all eventualities. Whilst we take every reasonable precaution to prevent it, we will not accept responsibility for any loss, injury, death or illness to you or your dog when in our care. For our safety, we may have to muzzle a dog showing aggressive behaviour for all or part of the groom as we feel appropriate. As grooming a difficult dog generally takes longer than a compliant dog, additional costs may be incurred. For the dog's safety, we will not over stress a dog which shows an adverse reaction to any part of the grooming process which may result in certain parts not being completed. In extreme cases we will refuse a dog showing excessive adverse behaviour to the grooming process at our option and will be subject to a minimum £10 charge for the appointment. If you are unable to keep an appointment, please let us know at least 24 hours in advance by phone or email otherwise a discretionary **£10** rebooking fee will be applied to your next booking. We have a very strict "two strikes and you are out" policy, so two missed appointments will result in no further bookings being accepted.

Disclaimer for use of DIY Wash 'n Dry Room

By entering and using the facilities and equipment in the DIY room, you agree to absolve Splash Dog Grooming, it's employees, representatives or agents of all liability for any loss, injury or death to yourselves or dogs in your care howsoever caused or through the use or improper use of said facilities or equipment provided for your use at any time past, present or future.

Notes and safety advice for washing: Use the most powerful jet setting from a shower head that your dog will tolerate for thorough cleaning through the coat to the skin. Do not direct water jets directly into eyes, ears, nose, mouth, sex organs or anus of your dog. Direct the jets away from these areas or deflect with your hand. If your dog urinates or defecates in the bath whilst bathing or rinsing you **MUST STOP THE SHOWER IMMEDIATELY** and inform a staff member. If your dog urinates or defecates anywhere whilst in the DIY room, on the grooming table or anywhere on the premises, you **MUST** inform a staff member. Urination or defecation may incur an additional infection control clean up charge depending on the amount of work required to disinfect the facility. Unfortunately, your session may also have to end at that point without compensation or refund.

Notes and safety advice for drying: ALWAYS keep the dryer nozzle moving. Do not concentrate on an area with it static to avoid the risk of burns or irritation. Set a low velocity air stream for drying around the areas noted above for washing, or avoid them completely if dog shows signs of high sensitivity, especially around the head and neck. Your dog may try to bite the nozzle when directed at sensitive areas, so keep your fingers well back from the outlet. Try and use as high an air stream velocity as the dog will comfortably withstand when drying different areas. Be aware that when the coat is wet the dog will feel the air stream as cold even though it is heated, so do not try to dry too large an area at once as this can rapidly cool small dogs body temperature to uncomfortable or dangerous levels. Be aware that as the coat dries the air stream will feel hotter to the dog, so move the nozzle proportionally faster over a slightly larger area when on dry areas compared to drying wet areas of coat, when you can move the nozzle slower over a smaller area. Be patient and work slowly and methodically to dry the coat from top to bottom, front to rear, keeping the nozzle close to the skin for short coats. The longer the coat the further away from the skin to avoid whip knots being induced.

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