

The header features a red background with white text. On the left is a white poodle, and on the right is a brown dog. Scattered around are icons of a hair dryer, scissors, and combs, along with white stars and dots.

WELCOME BACK!

We are delighted to share that we have restarted our grooming services. We have put together some guidance for our clients to give an insight to how we are operating in line with social distancing measures to keep us all safe.

Booking appointments

- Existing clients will be phoned by a member of our grooming team to book an appointment.
- During the phone call, the grooming needs will be discussed. Clients will be notified that if there is too much matting present, then the dog would need to be clipped off in the interest of the animal's welfare.
- Staggered appointment times will be given to clients to avoid too many people arriving at the same time. If clients do not attend at the given appointment time the groom may be cancelled. So please ensure you come at the agreed time to prevent disruption of other grooms booked in throughout the day.

Drop off

- The client arrives at the outer door and waits to be called in.
- Client enters the foyer and the tutor opens the locked inner door for the client to enter – tutor then relocks the inner door.
- Client will be asked to put their dog into the crate, removing collar and lead to take home.
- The tutors will re-iterate/discuss the groom expectations (without touching the dog) and the client is asked to sign the consent sheet at the table.
- The tutor will confirm pick up times, then unlock the inner door for the client to leave. The tutor signs the consent form.
- The tutor then takes the dog from the crate using a slip lead and takes it straight into the bath. All slip leads will be cleaned after use.
- The second tutor will disinfect the table, pens, crates and door handles ready to receive the next client.

Returning to pick up dog

- If clients are late for pick up they may have to return at the end of the day to allow movement of other dogs, clients, staff and students to maintain social distance and to limit the number of people in the room.
- The tutor puts dog back into the clean crate and puts the completed consent form on the desk.
- Again, the client will arrive and wait outside at the agreed time. The Tutor will unlock the inner door to allow the client in, then the client signs the consent form, pays for the groom then collects their dog for the crate with their own collar and lead.

Thank you for taking the time to read this information,
we look forwards to seeing you soon!

The Grooming Team