

Grooming Terms and Conditions

Wanko-no-Yu Poo-tan Dog Grooming Salon

At our salon, we provide grooming services with the utmost care so that each dog can feel safe and comfortable.

Please read the following terms and conditions before using our services.

1. General Rules for Use

- On your first visit, please bring valid proof of rabies vaccination and combined (mixed) vaccination.
- For first-time customers, we may also request identification to confirm ownership.
- Dogs weighing 15 kg or more cannot be accepted.
- Grooming may be declined or discontinued in the following cases:
 - Vaccinations not received
 - Poor health, advanced age, or chronic illness
 - Aggressive biting or excessive struggling
- As a general rule, proof of rabies and mixed vaccinations is required. However, if vaccination is not possible due to age or medical reasons, we accept your declaration. In such cases, please note that the salon cannot be held responsible for any infection or health issues that may occur.

2. Flea and Tick Policy

- If fleas or ticks are found during grooming, services will generally be discontinued.
- If grooming must continue, a 2,500 yen sanitation and disinfection fee will be charged.

3. Senior Dogs and Puppies

- We will never force grooming.
- Grooming may be paused or ended early depending on the situation. In such cases, the full fee will still apply.

4. Disclaimer

- We cannot be held responsible for unexpected accidents, underlying conditions, special sensitivities, or force majeure (e.g., natural disasters).
- If a health change occurs during grooming, we may take your dog to a veterinary clinic for safety. All veterinary and transportation costs will be the owner's responsibility.

5. Accidents Due to Our Negligence

- In the unlikely event of an accident caused by our negligence, we will contact you and arrange veterinary care.
- If we cannot reach you in an emergency, treatment will be given first and reported afterward.
- The salon will cover the veterinary treatment costs, but cannot provide compensation for additional expenses such as consolation money or follow-up visits.

6. Delays in Pickup / Failure to Collect

- If pickup time is significantly overdue without notice, an additional fee may apply.
- If a dog is not collected within a reasonable time and no contact is made, we may report the case to the Animal Protection and Control Center or relevant authorities.

7. Fees and Services

- Basic grooming fees are based on standard weight for each breed. An additional 100 yen per kg will be charged for dogs exceeding the standard.
- The following services are included in the grooming fee: Nail trimming / Anal gland expression / Paw pad and sanitary trimming / Tummy trimming

8. Grooming Styles

- We mainly provide simple and cute styles.
- We do not accept requests for:
 - Special or highly detailed designs
 - Beard trimming
- For all-scissor finishes, an additional fee will apply if the coat length is over 1 cm.

9. Shiba Inu Policy

Shiba Inu dogs often experience high levels of stress in salon environments, making it difficult for a single groomer to handle them safely. For this reason, we are no longer accepting new Shiba Inu clients. However, existing Shiba Inu clients will continue to be cared for with the same level of attention as before.

10. Personal Belongings

- While we handle collars, leashes, and other belongings with care, the salon cannot be held responsible for loss or damage.

11. Handling of Personal Information

At *Wanko-no-Yu Poo-tan*, customer personal information will only be used for the following purposes:

- Providing services and sending notifications via LINE, email, etc.
- No information will be provided to third parties (except entrusted partners or when required by law).
- Requests for disclosure, correction, or deletion will be handled upon confirmation of identity.

⚠ Please note: Upon your visit, you will be asked to sign a separate Consent Form.