

What you can expect from a PIF pet groomer

1. A professional, polite and warm welcome when you enter the salon and meet your groomer;
2. A clean, tidy and well-maintained salon environment;
3. A discussion with your groomer, when you arrive, about your pet, and its coat condition, the general health of your pet and your pet's behaviour;
4. A pre-groom consultation on the best grooming procedure for your dog, and information about what can and can't be achieved;
5. Information from your groomer about your pet's skin and coat condition and how to care for it between grooms;
6. Communication from your groomer keeping you informed immediately if issues arise or problems are found during your pet's time with the groomer, over and above what was discussed at the pre-groom consultation;
7. Reassurance that your groomer is fully insured, providing protection for you and your pet whilst in their care;
8. Reassurance that your groomer has a duty of care to your pet throughout its stay and that the groomer abides by the 5 animal needs as set out in the Animal Welfare Act;
9. Reassurance that your groomer will only carry out grooming procedures that they have the experience to undertake;
10. An expectation that your groomer will be first aid trained, or will have access to a trained pet first aider or veterinary surgeon in the event of an accident or emergency.

Your groomer is a member of the British Dog Groomers' Association (BDGA), a division of the Pet Industry Federation (PIF), the largest UK trade association for pet businesses. Your groomer abides by the PIF membership charter and the BDGA's code of conduct.

The Pet Industry Federation offers a dispute resolution service should you find that your groomer is not abiding by this code