

Toof Pet Care

TOOF Booking Terms & Conditions

1. Appointment Changes & Cancellations

Cancellations or rescheduling must be made at least 48 hours in advance. Changes made within 48 hours will incur the full service fee, no exceptions.

2. Payment Policy

A valid card is required to secure your booking. This card will be charged on the day of your appointment. Alternate payment methods are welcome—just let us know before your appointment begins.

3. Your Pet's Health & Safety

It is the owner's responsibility to inform TOOF of any health conditions, medications (e.g. arthritis treatments), sensitivities, behavioural concerns, or recent medical events. This ensures we can tailor care appropriately and safely.

4. Booking at Your Own Risk

By booking with TOOF, you acknowledge that we operate with care and professionalism, but all services are undertaken at your own risk.

5. Service Refusal

TOOF reserves the right to refuse or stop a service at any point if a pet is deemed unfit for the procedure due to aggression, anxiety, illness, or injury. In such cases, a call-out fee or partial charge may apply.

6. Arrival & Pick-Up

Please arrive on time and ensure your pet is toileted and ready for their appointment. Late arrivals may shorten your service time or incur a fee.

7. Photography & Media

With your consent, we may take before/after photos for educational or promotional use. Let us know if you'd prefer your pet not be photographed.

8. Charity & Community Work

Terms for community or NFP bookings may differ. These will be clearly outlined before confirming your appointment.

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9. Pre-Existing Conditions & Undisclosed Issues

If your pet has underlying dental issues (e.g. loose or damaged teeth, gum infections) not disclosed prior to treatment, TOOF is not liable for resulting complications. Our service is non-invasive and does not replace veterinary care.

10. Veterinary Referral & Undetected Issues

While we perform a thorough oral hygiene check before beginning, some issues (e.g. cracked teeth, infection, loose teeth) may not be visible until treatment is underway. If we identify a concern during the appointment, we will advise you to seek veterinary follow-up. TOOF does not diagnose medical conditions and does not perform extractions. Full fees still apply, even if treatment is halted or redirected due to an underlying issue discovered mid-appointment.

11. Clean Results May Vary

Our goal is to improve oral hygiene and reduce plaque. However, results will vary based on your pet's current dental state and tolerance during the session. Some pets may require multiple cleans for optimal results.

12. Behavioural Limitations

If your pet becomes distressed or aggressive during the appointment, we may modify or pause the treatment in the interest of safety. In these cases, partial or full fees may still apply depending on time and work completed.