

LIVE LOVE BARK – TERMS & CONDITIONS

Business: Live Love Bark

ABN: 28 951 866 907

Location: Evanston, SA 5115

Contact: hello@liovlovebark.com.au

1. Services Covered

These Terms & Conditions apply to all grooming and training services provided by Live Love Bark.

2. Booking & Payment

Bookings can be made via PetBoost, phone, or email. All appointments are confirmed upon receipt of payment or deposit where required.

To ensure fairness to all clients, cancellations or reschedules must be made at least 48 hours prior to your appointment. Bookings cancelled with less than 48 hours' notice may incur a 50% cancellation fee, while no-shows or failure to attend without notice will incur 100% of the booked service fee.

Payment can be made securely through PetBoost (via Stripe) or in person at the salon. All prices are inclusive of GST.

Please note that by making a booking, you agree to these terms and acknowledge that late arrivals may result in reduced service time or rescheduling at your cost.

3. Cancellation & Rescheduling

We understand that life can be unpredictable, and plans may change. However, to respect the time of our groomers and other clients, we kindly ask for at least 48 hours' notice for any cancellations or appointment changes.

Cancellations made with less than 48 hours' notice may incur up to 100% of the scheduled service fee. No-shows or failure to attend without communication will automatically incur the full service charge to cover the cost of the reserved time slot.

Live Love Bark reserves the right to refuse or reschedule services if your dog displays signs of illness, parasites, injury, or aggressive behaviour that could risk their safety or that of our staff. This includes any dogs that are excessively stressed, unmanageable, or pose a health risk to others.

Your dog's wellbeing and safety are always our top priority, and we appreciate your understanding and cooperation.

4. Health & Safety Requirements

At Live Love Bark, your dog's health, comfort, and safety are our top priorities. To ensure a positive experience for every pet, please follow the guidelines below:

- All dogs must be up to date with vaccinations and free from contagious illnesses or parasites (including fleas and ticks) prior to their appointment.
- If your dog arrives with fleas or parasites, a flea treatment and salon sanitisation fee will be applied, or the appointment may be rescheduled.
- Please toilet your dog before arrival to help them relax and enjoy their session.
- Notify us of any medical conditions, allergies, injuries, or behavioural concerns when booking or upon arrival. This helps us provide the safest and most suitable care.
- If your dog becomes stressed, anxious, or aggressive during grooming or training, we may adjust or stop the service to prioritise their welfare.
- While every precaution is taken, Live Love Bark is not liable for injury, stress, illness, or adverse reactions resulting from pre-existing conditions or undisclosed information.

We are committed to creating a calm, safe, and supportive environment for all dogs and handlers, ensuring each visit is a positive experience.

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5. Arrival & Collection Policy

To ensure a smooth experience for both you and your dog, we ask that you follow the guidelines below for drop-off and collection:

- Please arrive on time for your scheduled appointment. Late arrivals of more than 15 minutes may need to be rescheduled and may still incur the full service fee.
- Arrive 5 minutes early to allow time for a pre-groom or training consultation and to settle your dog into the environment.
- All dogs must arrive on lead for safety and remain under control while entering and exiting the premises.
- Please ensure your dog has had a toilet break before arrival to help them feel relaxed and comfortable.
- Owners must collect their dogs promptly once notified that the service is complete. Dogs left beyond 15 minutes of pickup notice may incur a care fee unless prior arrangements have been made.
- For safety reasons, only authorised staff are permitted in the grooming or training areas during appointments.

Our goal is to make every visit stress-free, efficient, and enjoyable for both dogs and owners. Thank you for helping us maintain a calm and professional environment at Live Love Bark.

6. Behaviour & Safety Disclaimer

At Live Love Bark, we prioritise safety, wellbeing, and positive handling for all dogs. Every effort is made to ensure a calm and stress-free experience. However, the owner acknowledges and accepts the following:

- Dogs showing signs of aggression, excessive stress, or unmanageable behaviour may have their session paused, modified, or ended at the groomer or trainer's discretion.
- Muzzles, safety restraints, or calming techniques may be used if necessary to ensure the safety of all dogs and handlers.
- The owner is liable for any injury or damage caused by their dog to staff, property, or other animals.
- Behavioural progress and training outcomes vary based on individual temperament, environment, and owner consistency — no specific results are guaranteed.

Our focus is always on gentle, professional care and maintaining a safe, supportive environment for every dog in our care.

7. Liability & Emergency Care

Your dog's safety and wellbeing are of utmost importance to us. While every precaution is taken to ensure their comfort and safety, Live Love Bark and its staff are not liable for injury, illness, or death arising from:

- Pre-existing medical conditions or undeclared health issues.
- Reactions to grooming or training processes, tools, products, or equipment.
- Accidents or incidents beyond reasonable control (e.g. sudden health episodes or behavioural reactions).

If a medical emergency occurs during grooming or training:

- We will contact you immediately using the details provided.
- If you are unavailable, we may seek veterinary treatment from the nearest available clinic.
- Any associated costs are the responsibility of the dog's owner.

By booking a service, you authorise Live Love Bark to act in the best interests of your dog's health and safety at all times.

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8. Grooming & Training Policy

At Live Love Bark, we are committed to creating a positive, safe, and professional experience for both dogs and their owners. Our grooming and training services are delivered with the *utmost care, respect, and understanding of each dog's individual needs and temperament.*

Grooming Policy:

- All grooms are carried out to the best of our professional ability with the welfare of your dog as our top priority.
- Coat condition, temperament, and health may influence the outcome of each groom. Heavily matted coats may require shaving for the comfort and safety of your dog.
- Dematting, flea treatment, or extended sessions may incur additional charges due to extra time, care, and equipment required.
- If a dog becomes overly stressed, anxious, or aggressive, grooming may be paused or stopped to prevent injury or trauma. The full or partial service fee may still apply.
- Owners are encouraged to maintain regular grooming at home and follow post-groom care advice for coat and skin health.

Training Policy:

- All training sessions are designed to build calm, confident dogs through positive, real-world methods.
- The owner understands that training outcomes depend on consistency, environment, and handler commitment. Results may vary between dogs.
- Dogs must arrive wearing an appropriate collar, lead, and harness suited to their size and behaviour.
- Owners are expected to participate, remain calm, and apply learned techniques consistently outside of class.
- Dogs showing signs of illness or severe aggression may be asked to reschedule for safety reasons.

Our aim is to help every dog thrive — physically, mentally, and emotionally — through a balanced, compassionate approach to grooming and training.

9. Photos, Media & Marketing Consent

At Live Love Bark, we love celebrating the dogs we work with and sharing their progress, transformations, and joyful moments. From time to time, we may take photos or videos during grooming or training sessions to use for educational, marketing, and promotional purposes.

By booking a service with Live Love Bark, you acknowledge and consent to the following unless otherwise stated in writing:

- Photos or videos of your dog may be used on social media platforms, websites, and promotional materials associated with Live Love Bark and Nimeria German Shepherds.
- Content may be shared to highlight grooming results, training achievements, or general business promotion.
- No identifying personal information (e.g. surnames, addresses, or private details) will ever be disclosed without explicit permission.
- You may withdraw consent for the use of your dog's image at any time by providing written notice via email.

These moments not only celebrate your dog's journey but also help educate and inspire the wider dog community. We take pride in representing every dog with professionalism, respect, and genuine care.

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10. Privacy & Data Policy

At Live Love Bark, we value your privacy and are committed to protecting your personal information. We collect and handle client and pet details responsibly, ensuring confidentiality and compliance with the Privacy Act 1988 (Cth) and relevant South Australian privacy regulations.

Information We Collect:

- Client contact details (name, phone number, email, and address).
- Pet details including name, breed, age, health, and behavioural history.
- Booking, payment, and communication records through PetBoost and Stripe.

How We Use Your Information:

- To manage bookings, payments, and communication regarding your dog's care.
- To ensure health, safety, and personalised grooming or training services.
- To send appointment reminders, updates, or service-related messages.
- With consent, to share photos or updates via Live Love Bark or Nimeria German Shepherds social channels.

Data Protection:

All information is stored securely and accessed only by authorised staff. We do not sell, rent, or share your personal information with third parties except where required by law or as necessary to complete your booking and payment via PetBoost and Stripe.

You may request to access, update, or delete your personal information at any time by contacting us directly. By booking a service, you consent to the collection and use of your information as outlined in this policy.

11. Final Agreement & Acknowledgement

By booking a grooming or training service with Live Love Bark, the client acknowledges that they have read, understood, and agree to all Terms & Conditions outlined in this document.

The client confirms that:

- All information provided about their dog's health, behaviour, and grooming history is accurate and complete.
- They understand that results may vary depending on coat condition, temperament, and consistency of care at home.
- They accept responsibility for any fees incurred for late cancellations, no-shows, or services rendered.
- They consent to Live Love Bark handling their personal and pet information in accordance with the Privacy & Data Policy.
- They authorise Live Love Bark staff to act in the best interests of their dog's safety and wellbeing during all services provided.

These Terms & Conditions are designed to ensure the safety, comfort, and satisfaction of every client and their dog while maintaining a professional and supportive environment for all.

We thank you for trusting Live Love Bark with your dog's care and look forward to many happy visits ahead.