

## Dogs of Melbourne – Grooming Terms & Conditions

By booking or attending a grooming appointment with Dogs of Melbourne, you agree to the following Terms & Conditions. These policies are designed to ensure the safety, comfort, and wellbeing of all dogs in our care, and to maintain a calm, professional, low-stress salon environment for our clients and staff.

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### 1. Owner Responsibility

I agree to be solely responsible for any and all acts of behaviour by my dog(s). This includes, but is not limited to, injury or death to my dog(s), other animals, staff, or members of the public.

I agree to use a leash or carrier when bringing my dog into Dogs of Melbourne premises, unless otherwise directed by staff.

### 2. Health & Pre-existing Conditions

I declare that my dog is in sound health, and I will notify Dogs of Melbourne of any known medical conditions, behavioural issues, allergies, or recent injuries prior to grooming.

I understand that my dog must be up to date with vaccinations, parasite treatments (fleas, ticks, worms), and any required medications. Dogs of Melbourne is not liable for infections or diseases contracted outside of our direct actions.

I accept that grooming may aggravate hidden or latent conditions. Rare but possible complications include allergic reactions, clipper rash, cuts, nicks, nail bleeding, stress-induced aggression, or panic episodes. I release Dogs of Melbourne (and its staff) from liability for such incidents, provided reasonable care is used.

### 3. Senior, Disabled & Special-Needs Dogs

I understand that senior, disabled, or special-needs dogs are at greater risk of complications during grooming. Additional costs may be involved to groom dogs with special needs to allow for the extra time needed.

Grooming may activate or worsen underlying medical conditions (e.g. arthritis, cardiac, renal issues). I agree not to hold Dogs of Melbourne or its staff responsible for adverse reactions or outcomes in these cases, provided standard care was observed.

### 4. Emergencies

In the event of an emergency, I authorise Dogs of Melbourne and its staff to seek veterinary attention immediately, at my expense. All reasonable efforts will be made to contact me first.

## **5. Right to Refuse or Terminate Service**

Dogs of Melbourne reserves the right to refuse or terminate grooming at any point if my dog's behaviour poses a risk to itself, others, or staff.

Service may also be refused (or stopped) in the event of fleas, contagious illness, or if an intact female is in heat. In such cases, I will be charged for the entire service fee, as well as a possible cleaning fee.

If fleas are found on your dog, you will incur a \$40 flea bath fee. If the infestation is deemed serious, you will incur a \$100 fee that covers the cost of chemical extermination of the salon and extensive sanitisation of equipment.

## **6. Pricing & Quotations**

I acknowledge that final pricing is determined after assessment of the dog's coat condition, matting, behaviour, breed, size, and requested style.

I may request a quote before grooming begins; by handing over my dog for grooming, I consent to the agreed price.

Additional fees may apply (e.g. for deep-cleaning due to fleas, extra shampoo, or severe matting).

## **7. Service Satisfaction & Amendments**

If I have concerns with the grooming result, I will address them while still on the Dogs of Melbourne premises. Amendments will not be made once the dog has left.

I may request a particular groomer, but I accept no guarantee of availability; Dogs of Melbourne retains the right to assign staff as needed.

## **8. Payment**

I agree to pay the full amount owing at the time of collecting my dog.

No refund is available after service is rendered, even if my expectations differ from the result.

At any time, to secure your booking, Dogs of Melbourne may verify your payment method up to 72 hours prior to your appointment. This includes placing a temporary authorisation hold on your card for the estimated service amount.

## **9. Cancellation & No-Show Policy**

To change, reschedule or cancel an appointment, I must provide at least 24 hours' notice. Failure to do so will incur a cancellation fee of 100% of the scheduled service cost, which may be charged to the card on file.



If I miss an appointment without notice, I may be required to pre-pay for any future bookings. No refunds will be given for missed appointments under these circumstances.

If you cancel or reschedule within 24 hours of your appointment, or fail to attend (no-show), Dogs of Melbourne reserves the right to charge the card on file immediately for the applicable cancellation or no-show fee, in accordance with our cancellation policy.

## **10. Late Arrival & Late Pick-Up**

If I arrive 15 minutes late to an appointment, the appointment may be considered cancelled and the cancellation fee will apply.

Dogs of Melbourne is not a pet-minding service. If my dog remains in their care 1 hour after being contacted for pick-up, without prior arrangement, a late pick-up fee of \$30 applies.

## **11. Matting & De-matting**

I understand that if my dog's coat is matted, the groomer may need to shave out mats rather than cut to the requested length.

Matting increases the risk of injury, skin irritation, bruising, and hidden skin conditions.

Additional matting fees apply, charged at \$130 per hour, with a minimum fee of \$33.

I may request an approximate quote at drop-off.

These fees cover the additional time, tools, and handling required to safely and humanely remove mats.

## **12. Double-Coated / Undercoat Grooming**

Dogs of Melbourne does not generally recommend heavy clipping or scissoring of double-coated breeds, except where necessary for health reasons.

I understand risks such as uneven regrowth, hair loss, patchiness, sunburn, or altered coat texture, and accept them.

## **14. Consent for Use of Images & Marketing**

I consent to the use of photographs, videos or images of my dog(s) for Dogs of Melbourne's social media, marketing and promotional purposes.

I will not publicly defame, harass, or criticise Dogs of Melbourne or its staff, contractors or associates (via forums, blogs, social media, etc.).

## **15. Artistic Attribution**



I acknowledge the grooming result is the creative work of the groomer. If I publish or share images of the groomed dog, I will credit Dogs of Melbourne (or its staff/groomer) appropriately.

## **16. Changes to These Terms**

The most current version of these Terms & Conditions will be available on the Dogs of Melbourne website.

Dogs of Melbourne reserves the right, in its sole discretion, to modify, replace or update these Terms at any time. Continued use of our services after changes constitutes acceptance of the revised terms.

## **17. Release & Liability Waiver**

I hereby release Dogs of Melbourne, its owners, staff, contractors and agents from liability for injury, loss or damage to my dog(s), myself, or any property, while my dog is receiving grooming services or present on their premises, except for gross negligence or wilful misconduct.

# Dogs of Melbourne – Dog Walking Adventures Terms & Conditions

By booking or attending a Dogs of Melbourne Dog Adventure, you agree to the following Terms & Conditions. These policies are designed to ensure the safety, wellbeing, and enjoyment of all dogs and to maintain a professional, reliable service for our clients.

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## 1. Owner Responsibility

I agree to be solely responsible for my dog's behaviour before, during, and after any walking or adventure service.

I confirm my dog is well-socialised, microchipped, registered, and up to date with vaccinations and parasite prevention.

I understand that Dogs of Melbourne reserves the right to refuse or suspend services if a dog poses a risk to staff, other dogs, or members of the public.

## 2. Health & Behaviour

I declare that my dog is in good health and free from contagious diseases.

I will notify Dogs of Melbourne immediately of any health or behavioural changes that may affect participation.

If my dog shows aggression, excessive anxiety, or unsafe behaviour, they may be excluded from group walks or adventures.

Dogs of Melbourne reserves the right to use any safe and appropriate handling tools — including head halters, chest harnesses, long leads, or any other equipment necessary to ensure the safety of the dog and the walker.

## 3. Collars, Tags & Equipment

My dog must wear a secure collar or harness with an identification tag at all times.

Dogs of Melbourne may provide safety clips or leads when required.

I consent to the use of tracking devices, GPS collars, or in-vehicle cameras for safety purposes.

## 4. Group Walks & Transport

I acknowledge that my dog will be transported in a secure, air-conditioned vehicle with other dogs.



Dogs of Melbourne takes all reasonable care during pick-ups, drop-offs, and transport, but accepts no liability for accidents or injuries that occur despite reasonable precautions.

By booking this service, I consent to my dog being walked off-lead when Dogs of Melbourne staff determine it is safe, appropriate, and in the dog's best interest to do so.

## **5. Weather & Environmental Conditions**

Dogs of Melbourne may modify or cancel walks in extreme heat, thunderstorms, or unsafe weather conditions.

Alternative arrangements such as earlier pick-up times, shortened walking distances, or reduced session lengths may occur at the team's discretion.

Clients must provide at least 24 hours notice for cancellations including weather conditions.

## **6. Emergencies**

In the event of illness, injury, or emergency, I authorise Dogs of Melbourne to seek veterinary attention at my expense.

All reasonable efforts will be made to contact me before treatment.

I agree to cover any vet costs and related transport expenses incurred.

## **7. Payments, Cancellations & No-Shows**

To cancel or reschedule a booking, I must provide at least 24 hours' notice.

Cancellations made with less than 24 hours' notice or failure to provide access to my dog at the scheduled time will incur a 100% charge of the booking cost.

Repeated no-shows or late cancellations may result in suspension of services.

To secure your booking, Dogs of Melbourne may verify your payment method up to 72 hours prior to your appointment. This includes placing a temporary authorisation hold on your card for the estimated service amount.

If you cancel or reschedule within 24 hours of your appointment, or fail to attend (no-show), Dogs of Melbourne reserves the right to charge the card on file immediately for the applicable cancellation or no-show fee, in accordance with our cancellation policy.

For completed services, Dogs of Melbourne reserves the right to charge the card on file immediately following the completion of the service, where payment has not already been finalised at the time of collection.

By proceeding with a booking, you acknowledge and agree to these payment authorisation and cancellation terms.

## **8. Access & Security**

I authorise Dogs of Melbourne to enter my property using provided keys or access codes to collect and return my dog.

I agree that Dogs of Melbourne will take all reasonable care of keys and will not be held responsible for loss or theft if reasonable precautions are followed.

## **9. Adventure Photos & Media**

I consent to photos and videos of my dog being taken during Adventures and used on Dogs of Melbourne's social media, website, and promotional materials.

I understand that media is used respectfully and in celebration of our community of dogs.

## **10. Payment & Packages**

Payment is due before or on the day of the service unless otherwise arranged.

Prepaid adventure packages must be used within the specified timeframe.

No refunds are provided for unused or cancelled sessions unless Dogs of Melbourne cancels the service.

## **11. Liability Waiver**

I release Dogs of Melbourne, its owners, staff, and contractors from liability for injury, illness, escape, loss, or death of my dog, except where caused by proven negligence.

I accept full responsibility for any damage or injury caused by my dog to property, animals, or persons during the course of services.

## **12. Changes to Terms**

Dogs of Melbourne reserves the right to amend these terms at any time.

The most current version will always be available on the Dogs of Melbourne website, and continued use of our services constitutes acceptance of updated terms.