



ELLE GROOMS

DOGS × HORSES

Elle Grooms – Terms & Conditions

1. Booking and Cancellation Policy

All appointments must be booked in advance via Petboost.

Cancellations or changes require at least 72 hours' notice.

- Less than 72 hours' notice: A percentage of the service fee will be charged (at groomers' discretion).
- Cancellations within 48 hours or no-shows: The full service fee will be charged (to choice of the card on file, or via bank transfer).

Multi-Pet Households

Bookings with more than one pet require an additional 24 hours' notice per extra pet (e.g., 96 hours for 2 pets, 120 hours for 3 pets). Cancellations with insufficient notice will incur the full charge for all pets.

Notice Period Calculation

Cancellations received outside business hours (after Saturday close until Tuesday 10 AM) are deemed received at 10 AM Tuesday.

Repeated late cancellations or no-shows will require 100% non-refundable deposits for future bookings.

2. Late Arrival & Late Pick-Up

Please text or call if running late.

- 10–15 minutes late: \$15 fee to cover additional staffing costs and potentially pushing back further appointments.
- Late arrival may result in a shorter service at full price.

- Over 15 minutes late without contact: Appointment cancelled and treated as no-show - the business will try to contact you, however, our primary focus is on the pets that are with us.
- Late pick-up after 15-minute grace period: \$20 per 15 minutes (per Standard+ sized dog due to limited space and staffing requirements).

3. Pricing & Payment

Pricing is based on breed, size, coat type, and condition. Quotes are estimates only — final price confirmed at pick-up, but we will do our best to communicate with you any unexpected fees prior to this.

Payment is due at the time of service unless pre-arranged, via Eftpos, bank transfer, cash, or card on file. Late payment may incur recovery costs.

4. Social Media

We may share after-groom photos/videos on social media unless you notify us otherwise.

The latest version of these Terms & Conditions is available at www.ellegrooms.com.au/ts-cs and in Petboost.