

HAPPY TAILS TERMS & CONDITIONS



GENERAL CARE

I understand that all grooming is carried out with care and attention to my dog's safety. However, grooming involves the use of clippers, scissors, and equipment, and while every precaution is taken, there is always a small risk of minor cuts, nicks, or irritation. I agree not to hold Happy Tails Grooming responsible for these incidents, particularly where coat condition, behaviour, or sensitivity contributes to the difficulty of the groom. Clients are responsible for ensuring their dog is in suitable health for grooming and for disclosing any medical conditions, injuries, or sensitivities prior to their appointment. Grooming can be physically and emotionally demanding, particularly for elderly dogs or those with underlying health concerns. While we take every precaution, Happy Tails Grooming cannot be held responsible for complications that arise due to pre-existing conditions.

BEHAVIOUR & TEMPERAMENT

I confirm that I have disclosed any behavioural concerns, including aggression, anxiety, or reactivity. I understand that dogs requiring additional handling, time, or multiple staff may incur additional charges. If my dog becomes too stressed or unsafe, I acknowledge that the groom may be stopped or adjusted, and I will be responsible for the work completed.

COAT CONDITION AND GROOMING RISKS

I understand that my dog's coat condition affects the grooming process, time required, and final result. If my dog is matted, I acknowledge that shaving may be necessary for its welfare and that de-matting is not always in the dog's best interest. I understand that matted coats increase the risk of irritation or minor cuts due to the proximity to the skin, and that additional time and charges may apply.

I understand that, in rare cases, dogs may experience minor eye irritation or superficial scratches during or after grooming. These are not typically caused by grooming tools, but can occur when loose hair becomes trapped under the eyelid and lightly scratches the surface of the eye through normal blinking. While every care is taken to minimise loose hair around the face and eyes, and if any irritation is noticed the eye will be promptly flushed with saline to assist in removing any trapped hair, I acknowledge that this is an occasional and largely unavoidable risk associated with grooming, and I agree not to hold Happy Tails Grooming responsible for such occurrences.

PRICING & ADDITIONAL CHARGES

I understand that all prices are "from" pricing only and may vary depending on coat condition, behaviour, size, and time required. I acknowledge that additional charges may apply for services such as matting removal, extra time, double handling, specialty products, or behavioural requirements. Where possible, these will be discussed prior to proceeding; however, some factors may only become apparent during the grooming process.

CANCELLATIONS & NO SHOWS

We require a minimum of 24 hours notice for any cancellations or appointment changes. Failure to provide adequate notice, or failure to attend an appointment, will result in a cancellation fee of 50% of the scheduled service cost.

Repeated late cancellations or missed appointments may result in refusal of future bookings or a requirement for prepayment.

SALON OPERATIONS & COLLECTION POLICY

At drop-off, you will be provided with an estimated collection time for your dog. We kindly ask that you arrive as close to this time as possible to assist with the flow of the salon and to ensure all dogs remain comfortable throughout the day. If you are running late, we completely understand, we simply ask that you contact us to let us know.

Our salon prioritises a calm, low-stress environment for both the dogs in our care and our team. Some dogs may become unsettled or vocal during their stay, which can influence the behaviour and stress levels of other dogs in the salon. For this reason, if your dog is particularly stressed, we may recommend an earlier collection time or a shorter appointment schedule for future visits to better support their comfort and wellbeing, as well as the overall salon environment.

We reserve the right to adjust appointment durations or collection times where necessary to maintain a safe and calm space for all dogs.

Please note that dogs collected after closing time will incur a late collection fee.

CONSENT & AGREEMENT

By selecting the confirm box, I acknowledge that I have read, understood, and agree to the following terms and conditions relating to grooming services provided by Happy Tails Grooming.