



Grooming Consent

At Jackii's Dog Grooming Salon, we would like to provide your fur baby a safe and comfortable environment. To ensure that we do **require all pets to be up to date with their vaccinations** and have a waiting period of at least 48 hours before entering the salon. Please provide a copy of your pets' vaccination record.

Health/Medical problems/Senior Dogs

Grooming process can be stressful for senior or dogs with health problems. It can also expose, or trigger hidden medical problem putting dogs with health problems at some risk of injury. Dog owners must advise any conditions the groomer should be aware of, we will do our very best to groom at the favour and welfare of the dog's condition.

Jackii's Dog Grooming Salon will not be responsible for any accident or injury during grooming. By signing this consent gives Jackii's Dog Grooming Salon to groom their dog with discussion of health problems.

Ticks & Fleas

If tick or fleas are found on your pet, Jackii's Dog Grooming Salon policy will bath your dog with a flea shampoo with and extra AUD\$20.00. We will notify you whenever possible. And the cost will go to the cleaning up of our grooming salon.

Matted Dog Policy

Extra attention on matted coats requires extra time and attention. If matting is minimal, we will brush them out for extra AUD\$5-20. If matts are severe, and we do not believe we could brush out the matt in a timely manner or your pet is in any sign of suffering, de-matting will not continue and will do our best to shave or short clip. Whichever is best for your pet's health and wellbeing. You will be notified before shaving if time allows, if not you will be notified at pick up. If you disagree to shave your pet at this situation your pet will not be groomed and must be picked up immediately.

Matts will also increase risk of scratching, cuts, skin redness, itchy, irritate, etc. during the grooming process. Jackii's Dog Grooming Salon will not be responsible for any injury while grooming or after effects of a matted dog. All these can be prevented by regularly brushing your dog or taking them to a groomer regularly.

Late arrival and pick-up policy

To ensuring we give a fair and sufficient time for all our clients to achieve the best outcome, ensure you arrive on-time at your appointed schedule. Arriving more than 15minutes late with no notice we have all right to charge the full-service fee and cancel your appointment.

At drop-off we will give a timeframe of when we anticipate the completion of the service. It can be unpredictable process depending on factors including but not limited to dog coat, behaviour, and time of arrival. Factors outside of our control may affect the time of grooming. All pets MUST be picked up within 45 minutes of the time the client is informed their pet is ready for pick up. Pets remaining after that time AUD\$20.00 may be charged. We are not responsible for anything that happens while your pet is waiting for pick up. Noisy pets must be picked up within 30 minutes of call/message time.

No-show Policy

If client does not show up within 20 minutes of their scheduled start grooming time, we have all right to cancel and charge the full cost of your appointment. This is to ensure we are making use of all spots for our returning customers.

De-shedding Policy

De-shedding requires extra time when not done frequently. For the health and welfare of our staff and your dog, we can only spend a maximum time of 2 hours de-shedding. Any extra de-shedding needed; a new booking has to be made.

Long and/or double coated hair dog Policy

Surcharge applies to long hair and/or double coated hair dogs price varies depending on extra time it takes the groomer to achieve outcome.

Accidents

There is always a risk in the process of grooming as the grooming tools can be sharp, although strict caution is always in place accidents can still happen including, cuts, quicking of nails, scratches, etc. Any accidents will be notified to the pet owner. If Vet is necessary, any bills of the transport and vet bills are the pet owner's responsibility.

Muzzles in use

Muzzles may be used to protect your pet and our groomers. If your pet seems dangerous to us, Jackii's Dog Grooming Salon has all right to not initiate or stop grooming at any time, and full-service fee will be charged. No muzzling is used unless we think it is necessary. We reserve all rights to muzzle your pet if necessary to ensure the safety of your pet and our groomers.

Aggressive/Behaviour Issues

It is at owners' responsibility to inform Jackii's Dog Grooming Salon if you pet has any behavioural issues, includes bites, aggressive, jumps, etc. If owner fails to notify us of any potential aggressive/behavioural issue owner can be liable for all medical fees, and any property damage. If we do not think we can groom your pet we have all right to not proceed or stop and the full-service fee will be charged.

Satisfaction

We all may have an image of how we want our pets to look like after the groom and your satisfaction is important. If you are unhappy for any reason, and if it is something that can be adjusted, we will be happy to make any adjustments when you pick-up your pet from the appointment. Once you take your pet out of Jackii's Dog Grooming Salon any unsatisfaction of adjustment will be charged a grooming fee of some kind.

Photography

Jackii's Dog Grooming Salon may take pictures of your pet, before and after the groom for, website, advertising, education, marketing or record purposes.

By signing, you indicate your understanding and agreement to our terms of service; no intention to harm Jackii's Dog Grooming Salon, owners and employees and members from and against all liability, damages, expenses and costs not limited to attorney fees resulting from any service provided or the injury (inclusive of death) to your pet whilst in our care or afterwards.