

Pets are accepted for grooming only under the following circumstances....

TERMS & CONDITIONS The price shown is a guide as it depends on the dog's breed, condition of coat, and time needed on coat. Surcharges will apply on dog with behavior issues, has fleas and/or a matted coat. Matted coats will incur a \$20 fee each blade used as blades blunt quickly and get hot when using on matted fur, fee covers sharpening fees.

Dogs that are over the weight limit will or can be refused and incur 50% charge for a travel and time wasted fee.

TIME FRAMES INDICATED FOR SERVICE ARE NOT ALWAYS ACCURATE COULD BE LESS TIME OR MORE.

Groomer may be late as other dogs before your appointment may need extra time and care during their appointment. If this happens you may reschedule if needed without incurring a charge.

The pet is fit and healthy, no infections, groom will be refused. Grooming which takes place on an elderly or infirm pet will be at the owner's risk. Grooming may expose pre-existing health\skin conditions for which Grubby Paws Mobile Dog Wash & Groomer cannot be held liable.

In the event of an emergency, in your absence, you authorize Grubby Paws Mobile dog Wash & Groomer to contact the nearest Veterinarian and authorize the Vet to treat the pet as necessary.

Payment is to be made at the time of service. Payment can be cash, Bank Transfer or Tap/Debit card. Our rates are based on the breed of the pet and duration of the groom. Nail cutting and ear cleaning are part of the service unless the process is too stressful for the pet or too dangerous for the groomer which price of service will remain the same.

We do NOT offer anal gland expression, as this should be performed by a licensed veterinarian.

“Double/combo coat complete coat removal will dramatically alter your pet's appearance. This procedure may expose pre-existing health\skin problems for which Grubby Paws Mobile Dog Wash & Groomer cannot be held liable. I will shave a double coated/combo breed if its been done before or dog has health issues. If you just would like it done, Please read below before deciding.

Why should I not shave my double coated dog?It does not make them cooler. Shaving a double coated dog only hinders their ability to regulate their temperature. Although they may look like they could be over heating, they will be cooler if their fur is not cut. Using Samoyeds as an example, they are a double coated dog and are naturally very fluffy. Thanks to the power of their double coat, Samoyeds can survive extreme cold temperatures of -30 to -45 °C and warmer climates up to 30 °C comfortably. If the temperature is higher than this, we recommend keeping them indoors with the AC on and only walking them when the temperature drops below this (after sunset).

It does not make your dog 'shed less.' Double coated breeds shed their undercoat twice a year and continue to shed due to their normal fur growth cycle for the rest of the year. Shaving or clipping may appear to help minimise shedding but they will still be shedding the same amount, only the hairs will be shorter so you may notice them less.

Your dog will become more vulnerable to sunburn and skin cancer. A dog's natural double coat helps to cover and protect their skin from the sun. Shaving or clipping them will expose their sensitive skin to the sun's rays. Especially for dogs living in Australia, sun protection from their natural coat is vital. Clipping can also disrupt the natural shedding cycle and they may start shedding more constantly, year round.

Your dog's hair will not grow back the same. Cutting the fur damages the natural cycle of a double coat. Your dog's top coat can take up to 2 years to grow back completely or it may not grow back as before. Depending on your dog, their fur can grow back patchy, thinner and can develop skin conditions such as alopecia. Your dog could also develop irritated skin and razor burn from licking and scratching after they have been groomed. If your dog gets a condition like alopecia, it could mean that you have to continue shaving your dog for the rest of their life on vets instructions.

1. Cancellations

Cancellation and rescheduling of an appointment, by the client, requires 48 hours notice to waive the FULL appointment fee.

In the event of inclement weather, a family emergency or any other uncontrollable circumstance, the groomer has the discretion to waive the fee within the 48 hour period.

We reserve the right to cancel or reschedule a groom if we feel the need to do so. Every effort will be made to reschedule at a time convenient for both the client and the groomer.

2. No-Shows

It is considered a "no-show" when the client is not available at the scheduled appointment time and does not contact the groomer to cancel or reschedule.

We reserve the right to charge the FULL grooming fee due to the loss of revenue caused by a "no-show". Please make every effort to call and cancel or reschedule when possible to avoid such situations.

We reserve the right to refuse service to any pet or client for any reason.

3. Hot Weather

If the weather is too hot appointments for that day/s will be rescheduled to the next available time and day that is suitable for client.