

Please read the paragraph below carefully.

The pet is fit and healthy, Grooming which takes place on an elderly or injured pet will be at the owner's risk. Grooming may expose pre-existing health\skin conditions for which Downtown Grooming Parlour cannot be held liable.

Owners may be refused service if the pet is showing signs of serious illness

Pets are given a full body check during the service and the owner will be notified of any issues.

The pet's vaccine is up to date unless otherwise discussed.

Vaccinations are the responsibility of the owner and Downtown Grooming Parlour is not responsible for any issues in the event of your pet being unvaccinated.

In the event of an emergency, in your absence, you authorize Downtown Grooming Parlour to contact the nearest Veterinarian and authorize the Vet to treat the pet as necessary at the owners expense.

Payment is to be made at the time of service. Payment can be cash, eftpos or credit card. We do not accept American Express. Our rates are based on the breed of the pet, behaviour, groom type 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.

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

"De-matting" or complete coat removal will dramatically alter your pet's appearance. This procedure may expose pre-existing health\skin problems, imbedded grass seeds, bruising and wounds for which Downtown Grooming Parlour cannot be held liable.

De-matting may lead to injuries which Downtown Grooming Parlour is not responsible for.

Downtown Grooming Parlour will remove any mats present on the dog and will not brush out mats due to ethical reasons.

Downtown Grooming Parlour will not be responsible for any injuries the pet has prior to grooming.

Added fees may incur if the dog shows signs of behavioural issues or is matted.

In the event a pet is of an elderly or unwell nature the owner recognises that Downtown Grooming Parlour is not responsible shall a death occur.

The owner will inform the groomer of any behavioural issues or health issues prior to the appointment to help protect both pet and groomer and will assist in handling and behavioural management.

Downtown Grooming Parlour will not accept dogs on heat.

1. Cancellations

Cancellation and rescheduling of an appointment, by the client, requires 24 hours notice to waive the cancellation fee.

In the event of inclimate weather, a family emergency or any other uncontrollable circumstance, the groomer has the discretion to waive the fee within the 24 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, is later than 15 minutes after the appointment time and does not contact the groomer to cancel or reschedule.

We reserve the right to charge up to 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. Late Clients

In the event of a client showing 5 minutes after their appointment time but before 15 minutes a late client fee of \$1 per minute over will apply. i.e. 5 minutes late \$5 fee.

Downtown Grooming Parlour reserves the right to turn away service to late clients.

In the event of a client running late the fee may be waived in the event of an emergency or a phone call prior to notify the groomer.

4. Rude or aggressive people

Downtown Grooming Parlour reserves the right to turn away any person using foul language, aggressive behaviour, is disruptive, destructive or makes the staff feel uncomfortable or in danger in any way.

5. Photographs

Downtown Grooming Parlour will take photos of your pet for marketing and reference purposes. Please inform us if you do not wish for your photographs to be used for marketing purposes.