

DOGS *only.* Terms and Conditions

6/49-51 Mitchell Road, Brookvale NSW 2100 | dogsonlygrooming.com.au | (02) 9938 6563 |
woof@dogsonlygrooming.com.au

By booking an appointment or bringing your dog to Dogs Only Grooming, you agree to the following terms. Please read them before your first visit.

1. Bookings and Payments

Appointments can be made online via our booking system, by phone, or in person.

A deposit may be required at the time of booking. Where a deposit is collected, it will be applied to your service total on the day.

Full payment is due at the time of service. We accept cash, card (Visa, Mastercard, EFTPOS), and digital payments. We do not offer credit or payment terms.

Prices are subject to change. Current pricing is displayed on our website and at the salon. Any price changes will not apply to confirmed bookings already made.

2. Cancellations and No-Shows

Please refer to our separate Cancellation Policy, available at the salon and on our website. By booking with us, you accept the terms of that policy.

3. Dog Health and Vaccination Requirements

All dogs must be up to date with core vaccinations (C5 or equivalent, covering distemper, hepatitis, parvovirus, and kennel cough) before attending an appointment. Proof of vaccination may be requested.

Dogs presenting with signs of illness, contagious skin conditions, active fleas or ticks, or any condition that could pose a risk to staff or other dogs may be refused service on the day. A cancellation fee may apply.

Please advise us at the time of booking if your dog has any known health conditions, injuries, behavioural concerns, or sensitivities to handling. This helps us care for your dog safely and appropriately.

Dogs in season (females) are welcome. Please advise us at the time of booking.

We reserve the right to refuse service to any dog that presents a safety risk to staff.

4. Grooming Conduct and Handling

Dogs Only Grooming is a cage-free salon. Dogs are never crated during or between services. All dogs are managed through positive, low-stress handling techniques.

Grooming requires physical handling. Dogs that are anxious, reactive, or resistant to handling may require additional time. Additional time charges may apply and will be communicated before the service is completed.

If a dog becomes distressed or poses a safety risk during grooming, we may stop the service at any point. You will be contacted immediately. A partial service fee may apply.

Senior dogs or dogs with pre-existing health conditions may experience additional stress during grooming. We take every precaution, but by booking, you acknowledge this risk and consent to us proceeding with reasonable care.

5. Matting and Coat Condition

Where a dog's coat is matted, the safest course of action may be a close clip rather than dematting. Dematting can be painful and distressing for dogs and is only performed where it can be done safely and humanely.

We will always attempt to contact you before proceeding with a significant coat change. If we cannot reach you and the dog's welfare requires immediate action, we will proceed with the safest option.

Matting-related additional charges will be communicated at the time of service.

6. Collection and Drop-Off

Dogs must be collected promptly at the agreed collection time. If you anticipate being late, please contact us as soon as possible.

A late collection fee of \$10 per 15 minutes may apply for collections more than 15 minutes after the agreed time.

Dogs not collected within two hours of the agreed time, without prior arrangement, may be treated as abandoned. We will contact emergency contacts and, if necessary, the relevant animal welfare authority.

Dogs must be on a lead when entering and exiting the salon. We are not responsible for injuries or incidents that occur outside the salon premises.

7. Photography and Social Media

We love sharing photos of the dogs in our care. By bringing your dog to Dogs Only, you consent to us photographing your dog for use on our website, social media, and marketing materials.

If you would prefer your dog not to be photographed or shared, please let us know at the time of booking or on arrival. We will note this on your profile.

8. Personal Information

We collect your name, contact details, and your dog's health and grooming history for the purpose of providing grooming services and communicating with you about appointments.

Your information is stored securely and is not shared with third parties except where required for service delivery (for example, our booking platform provider).

You may request access to, or deletion of, your personal information at any time by contacting us at woof@dogsonlygrooming.com.au.

We handle personal information in accordance with the Australian Privacy Act 1988.

9. Changes to These Terms

We may update these terms from time to time. The current version will always be available on our website and at the salon. Continued use of our services constitutes acceptance of the current terms.

Contact

Questions about these terms? Get in touch:

- **Email:** woof@dogsonlygrooming.com.au
- **Phone:** (02) 9938 6563
- **Address:** 6/49-51 Mitchell Road, Brookvale NSW 2100

Where every dog's a good dog.
