



Terms and Conditions of Entry

The Grooming Salon

Thank you for choosing The Grooming Salon for your dog's grooming and daycare needs. We genuinely appreciate the trust you place in us to care for your pet.

Before your appointment commences, please read through the following Terms and Conditions carefully. By attending an appointment or leaving your dog in our care, you acknowledge and agree to the terms outlined below.

Bookings & Payments

Deposits

A non-refundable deposit of \$50 per dog is required before any booking can be confirmed. This applies to both new and existing clients, including regular recurring appointments.

Card on File & Secure Payments

The Grooming Salon uses [Petboost](#) to securely manage bookings, appointments, reminders, and customer information.

For convenience and security, a valid payment card may be securely stored on file using [Stripe](#), a globally trusted payment provider. Card details are not stored directly by The Grooming Salon.

Unless otherwise authorised, your card will not be charged until after your appointment has been completed, or where fees become payable under these Terms and Conditions, including cancellation or late pickup fees.

Customer information and payment details are handled securely in accordance with industry-standard encryption and security practices.

Cancellations & No Shows

Cancellation Policy

A minimum of 24 hours notice is required to cancel or reschedule an appointment.

Where insufficient notice is provided, a cancellation fee equal to 50% of the booked service may apply and a new deposit will be required before future appointments can be confirmed.

No Show Policy

As a small business, missed appointments have a significant impact on our team and scheduling.

Clients who fail to attend a total of three appointments without notice may be refused future bookings and excluded from The Grooming Salon.

Pickup Policy

We will notify you via SMS once your dog is ready for collection.

Dogs must be collected within 1 hour of the notification being sent unless prior daycare arrangements have been made with our team. Late collection may result in additional late pickup fees being charged.

Health, Behaviour & Safety

Medical History

You must advise us prior to your appointment if your dog has any medical conditions or health concerns including, but not limited to:

- Heart conditions
- Arthritis
- Skin sensitivities
- Injuries
- Anxiety or stress-related conditions
- Seizures or neurological conditions

This information assists us in providing safe and appropriate care for your dog.

Aggressive Behaviour

If your dog has a history of aggression towards people or other animals, whether during grooming or in general environments, you must advise us prior to the appointment.

The Grooming Salon reserves the right to refuse service to any dog considered to pose a serious safety risk to staff, other dogs, or themselves.

Fleas

If you are aware your dog has fleas, you must advise us before your appointment.

Where fleas are detected, a flea shampoo treatment will automatically be applied during bathing at an additional cost of \$5.

Please note that this treatment only addresses fleas currently on your dog and does not prevent reinfestation from your home, vehicle, or other environments.

Matted Coats

If your dog's coat is excessively matted, additional grooming work may be required, including shaving or clipping shorter than originally requested.

Additional dematting or matting fees may apply depending on the severity and time required. In severe cases, you may also be required to complete a Matted Dog Release Form.

Please note that some dogs may experience temporary skin irritation or "clipper rash" following a short shave-down.

Injury & Emergencies

Grooming & Play Risks

While every reasonable care and precaution is taken, grooming and social daycare environments inherently involve some level of risk.

Dogs may move unexpectedly during grooming or may sustain minor injuries while interacting and playing with other dogs.

You acknowledge and accept these risks and agree that The Grooming Salon is not liable for veterinary costs arising from incidents that may reasonably occur during grooming, handling, or supervised social interaction.

Social Salon Environment

The Grooming Salon operates as a social salon environment. Dogs may interact and play together throughout their visit.

Our daycare and social areas are supervised at all times and we will always inform you of any incidents involving your dog during their appointment.

Emergencies

In the event of an illness, injury, or medical emergency, you authorise The Grooming Salon to seek veterinary treatment on your behalf and transport your dog to a veterinarian where necessary.

Any resulting veterinary costs are the sole responsibility of the owner.

Photos & Marketing

We may take photos or videos of your dog during their visit for:

- Client profile records
- Social media
- Marketing or promotional purposes

If you do not wish for your dog's photo or video to be used, please advise us prior to your appointment.

Appointment Reminders

Appointment reminders sent via SMS or email are provided as a courtesy only.

While we make reasonable efforts to send reminders, clients remain responsible for keeping track of their own appointment dates and times.

Agreement

By leaving your dog in our care or attending an appointment with The Grooming Salon, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

Matted Dog Release Form

Matting refers to densely tangled clumps of fur within a dog's coat. If a coat is not brushed and maintained regularly, loose and live hair can become tightly embedded, forming painful mats.

Matting can occur in both the outer coat and the deeper undercoat. In severe cases, matting may contribute to skin irritation, restricted blood flow, bruising, sores, infections, and hematomas, particularly around sensitive areas such as the ears.

Matted fur prevents proper air circulation to the skin and may conceal:

- Hot spots
- Bacterial or fungal infections
- Fleas, ticks, maggots, or other parasites
- Open wounds or inflamed skin

Matting also pulls tightly on the skin and can cause significant discomfort or pain when your dog moves.

Due to the condition of heavily matted coats, your dog's hair may need to be clipped extremely short and close to the skin. In some circumstances, irritation, redness, clipper rash, or sores may already exist beneath the coat and may only become visible once the matting has been removed.

Removing a heavily matted coat is time-consuming and, in some cases, may require more than one groomer. Depending on the severity of the coat condition, additional Matting Fees or Brushing Fees may apply.

Where possible, we will attempt to brush out minor matting using dematting tools and brushes. However, this will only be attempted where it can be done humanely and without causing unnecessary stress, pain, or suffering to your dog.

Our priority is always your dog's welfare and comfort.

Please note:

- More than one grooming session may be required in severe cases
- Skin irritation may occur during or after clipping

- There is an increased risk of accidental nicks or cuts due to clipping close to the skin

While our groomers exercise every reasonable level of care, the risk of injury cannot be completely eliminated when removing severe matting.

Should veterinary treatment be required during or after the grooming process, all veterinary costs remain the responsibility of the owner.

By signing this release form, you authorise The Grooming Salon to proceed with the dematting procedure and release The Grooming Salon from liability associated with the grooming process and any medical conditions uncovered during or after the removal of matting.

Privacy Policy

The Grooming Salon respects your privacy and is committed to protecting your personal information.

We take reasonable steps to ensure your information is stored securely and accessed only by authorised team members. Your information will never be sold, traded, or disclosed to external parties except where required to provide our services, comply with legal obligations, or work with trusted service providers who assist in operating our business.

Information we may collect includes:

- Name
- Address
- Email address
- Phone number
- Pet information
- Appointment history
- Payment details

Payment information is processed securely through third-party payment providers such as [Stripe](#) and is not stored directly on The Grooming Salon's servers.

Your information may be used to:

- Manage appointments and services
- Process payments
- Communicate with you regarding bookings
- Send appointment reminders or updates
- Improve customer service and business operations



By using The Grooming Salon's services, website, or booking systems, you consent to the collection and use of your information in accordance with this Privacy Policy and these Terms and Conditions.