

Sunshine Coast Pet Grooming

Terms & Conditions

22 Rene Street, Noosaville

By booking an appointment with Sunshine Coast Pet Grooming, you acknowledge that you have read, understood and agree to the following Terms & Conditions. These terms are designed to ensure the safety, comfort and wellbeing of every pet while allowing us to provide the highest standard of professional grooming services.

Appointments & Cancellations

As an appointment-based business, every booking reserves dedicated time for your pet. Late cancellations and missed appointments prevent us from offering that time to another client.

Cancellations made within 24 hours of the scheduled appointment, for any reason, will incur 100% of the booked service fee.

Clients who fail to attend their appointment without notice (no-show) will also be charged 100% of the booked service fee.

If you are running late, please contact the salon as soon as possible. Clients arriving more than 15 minutes after their scheduled appointment time without prior communication may have their appointment cancelled or modified if there is insufficient time to safely complete the groom. In these circumstances, the full service fee may still apply.

Repeated late arrivals, cancellations or no-shows may result in future bookings requiring prepayment or being declined.

Arrival & Collection

For the safety of all pets, clients and staff, all dogs must enter and leave the salon on a secure lead. Cats and other small animals must arrive in an appropriate carrier.

Please arrive as close as possible to your scheduled appointment time unless alternative arrangements have been made.

Once your pet's groom has been completed, we will notify you that they are ready for collection.

A complimentary collection period of 30 minutes is provided from the time this notification is sent.

Where a pet remains at the salon more than 30 minutes after notification without prior communication, an Extended Stay Fee of \$20 will apply for each additional 30-minute period.

(or part thereof) until collection.

Our salon operates on scheduled appointments and is not staffed to provide daycare services. Repeated late collections may result in future appointments requiring prepayment or being declined.

Pricing

All prices are inclusive of GST.

Prices advertised on our website, social media and booking system are starting prices only.

Every dog is unique and final pricing is determined by a number of factors including, but not limited to:

- Size
- Coat type
- Coat length
- Coat density
- Coat condition
- Behaviour
- Grooming frequency
- Styling requirements
- Time required to safely complete the groom

As no two dogs are alike, some pets cannot be accurately quoted prior to arrival. A final assessment may be completed at the salon before grooming commences.

Should your dog's grooming requirements differ significantly from the booked service, we will discuss any pricing adjustments with you before proceeding wherever practical.

Breed Styling services are also advertised from a starting price only. Final pricing will depend on the complexity of the requested style, coat preparation required, maintenance of the coat and the time needed to achieve the desired finish.

Certain styles, including #3 blade clips, #4 blade clips and comb attachment styles, require considerably more preparation, scissoring and finishing work than shorter utility clips and therefore attract an additional surcharge.

Payment is required in full upon collection of your pet unless alternative arrangements have been approved by management.

Health & Welfare

The health, comfort and welfare of every animal will always be our highest priority.

We reserve the right to refuse, modify or discontinue any grooming service where continuing would compromise the welfare of the pet or the safety of our team.

This includes, but is not limited to, pets that become excessively stressed, distressed, aggressive, elderly, medically compromised or otherwise unable to safely continue grooming.

Where a groom cannot be completed due to welfare or safety concerns, charges may still apply for work already completed.

Owners must advise Sunshine Coast Pet Grooming of any medical conditions, injuries, allergies, medications, behavioural concerns, mobility issues or previous grooming incidents before the appointment begins.

If a pet requires urgent veterinary treatment while in our care, we reserve the right to seek immediate veterinary attention. All associated veterinary expenses remain the responsibility of the owner.

Behaviour & Handling

The safety and wellbeing of every pet, client and team member is our highest priority.

While we welcome dogs of all ages, breeds and temperaments, some pets require additional time, handling, specialised equipment or multiple team members to safely complete their groom.

Where a dog requires significantly more handling due to anxiety, excessive movement, fear, reactivity, lack of grooming experience, continual pulling away, biting, snapping, lunging or other behavioural challenges, a Behavioural Handling Fee may apply from \$50.

This fee reflects the additional time, staffing and care required to safely complete the appointment while maintaining the welfare of both your dog and our team.

Where a dog's behaviour presents an unacceptable safety risk, Sunshine Coast Pet Grooming reserves the right to discontinue the groom at any stage. Charges may still apply for work already completed.

Repeated aggressive or dangerous behaviour may result in future appointments being declined.

Senior Pets & Medical Conditions

Senior pets, puppies, pets with mobility concerns and those with known medical conditions are groomed at the owner's risk.

While every reasonable care is taken, grooming can be physically demanding and may place additional stress on elderly or medically compromised pets.

Owners are responsible for advising the salon of any existing medical conditions, injuries, medications, recent surgeries, seizures, heart conditions, mobility concerns or any other health issues prior to the appointment.

Sunshine Coast Pet Grooming accepts no responsibility for the aggravation of pre-existing conditions that may occur during or following the grooming process where reasonable care has been exercised.

For the welfare of the pet, grooming services may be modified or discontinued if we believe continuing would compromise their health or wellbeing.

Matting Policy

Matting can cause significant pain, bruising, restricted circulation, skin infections, hidden wounds and considerable discomfort.

Where matting is present, the health and welfare of the dog will always take priority over maintaining coat length or achieving a particular style.

Severely matted coats will generally require clipping shorter than the owner's preferred style in order to remove the matting safely and humanely.

Dematting is not considered a humane alternative where significant matting is present, as it can cause unnecessary pain, stress and injury.

Additional charges will apply where matting significantly increases the time, labour, equipment wear and risk involved in completing the groom.

Matting Fees start from \$50.

While every care is taken, owners acknowledge that removing severe matting may expose or contribute to existing skin irritation, redness, sores, bruising, haematomas, parasites, skin infections or other underlying conditions that were hidden beneath the coat prior to grooming.

Dirty Coat Surcharge

Our standard grooming services include appropriate bathing for dogs arriving in normal pet condition.

Dogs arriving heavily soiled with mud, sand, clay, excessive product build-up, urine, faeces or other contaminants may require multiple additional washes before grooming can safely begin.

Where substantial additional bathing, drying, products or labour are required, a Dirty Coat Surcharge will apply from \$40.

This surcharge reflects the additional time and resources required beyond a standard grooming appointment.

Flea & Parasite Policy

For the health and safety of all pets visiting the salon, dogs found to have fleas, ticks or other parasites during their appointment may incur a Flea & Parasite Treatment Fee from \$35.

This fee contributes towards additional bathing products, salon sanitation, equipment disinfection and the extra time required to minimise the risk of infestation to other pets.

Where an active infestation presents an unacceptable risk to other animals or the salon environment, Sunshine Coast Pet Grooming reserves the right to modify or discontinue the appointment.

Nail Trimming

Every reasonable care is taken during nail trimming.

Due to nail pigmentation, nail length, movement by the pet or the position of the quick, accidental bleeding can occasionally occur despite appropriate care being taken.

Should this happen, appropriate first aid will be administered immediately before your pet leaves the salon.

Coat Condition Disclaimer

The final result of every groom is dependent on the condition of the coat presented on the day of the appointment.

Sunshine Coast Pet Grooming cannot guarantee a specific style, coat length or finish where matting, coat condition, behavioural concerns, welfare considerations or the condition of the coat prevents the requested style from being safely achieved.

The comfort, health and welfare of your dog will always take priority over cosmetic appearance.

Hygiene & Faeces Fee

If a pet arrives excessively soiled with urine, faeces or other bodily waste requiring extensive cleaning beyond a standard grooming service, a Hygiene Fee may apply from \$35.

This fee covers the additional labour, products, sanitation and scheduling impact associated with restoring your pet to a clean and safe condition before grooming can continue.

Respectful Conduct Policy

We are committed to providing a safe, welcoming and respectful environment for our clients, pets and team.

Abusive, threatening, intimidating, discriminatory or inappropriate behaviour towards our staff, contractors or other clients will not be tolerated under any circumstances.

Sunshine Coast Pet Grooming reserves the right to immediately refuse service, terminate an appointment or discontinue future bookings where unacceptable behaviour occurs.

Photography & Social Media

From time to time we may photograph or film pets before, during or after their grooming appointment for training, educational or marketing purposes, including use on our website and social media platforms.

If you do not wish your pet to be photographed or featured in promotional material, please notify us in writing prior to your appointment.

Vaccination & Illness Policy

Dogs displaying signs of contagious illness, including but not limited to vomiting, diarrhoea, kennel cough, respiratory symptoms, contagious skin conditions, fleas, ticks or other infectious diseases, must not attend their appointment.

If a pet arrives displaying signs of illness that may place other pets, clients or our team at risk, Sunshine Coast Pet Grooming reserves the right to refuse entry, modify or discontinue the appointment.

Where an appointment cannot proceed due to a contagious illness, our cancellation policy may still apply.

Satisfaction Guarantee

We genuinely want you to be happy with your dog's groom.

If you have any concerns with your appointment, please contact Sunshine Coast Pet Grooming within 48 hours so we have the opportunity to assess the concern and, where appropriate, provide a reasonable adjustment or touch-up.

As grooming is a personalised service, refunds are not provided once a service has been completed.

Should another grooming salon alter or correct the groom before we have had the opportunity to assess your concerns, reimbursement or compensation will not be available.

Right to Refuse Future Service

Sunshine Coast Pet Grooming reserves the right to refuse, suspend or discontinue services to any client or pet at its sole discretion.

This may include, but is not limited to:

- Aggressive or dangerous behaviour.
- Repeated late arrivals or collections.
- Excessive cancellations or no-shows.
- Non-payment of invoices.
- Failure to comply with salon policies.
- Abuse towards staff.
- Unreasonable demands or behaviour.
- Circumstances that compromise the safety of pets, clients or our team.

Where the client relationship is terminated, Sunshine Coast Pet Grooming is under no obligation to provide future appointments or services.

Uncollected Pets

Pets are expected to be collected promptly once notified that their groom has been completed.

Where a pet has not been collected by closing time and we are unable to contact the owner or emergency contact, Sunshine Coast Pet Grooming reserves the right to arrange appropriate temporary care through a boarding facility or veterinary clinic where necessary.

Any costs associated with transportation, boarding or veterinary care will be the responsibility of the owner.

Limitation of Liability

While every reasonable care is taken to ensure your pet's safety and wellbeing, grooming involves the use of sharp equipment and requires pets to stand for extended periods.

By booking with Sunshine Coast Pet Grooming, owners acknowledge that some risks are inherent in the grooming process, particularly where pets are elderly, medically compromised, anxious, aggressive, matted or unaccustomed to professional grooming.

Sunshine Coast Pet Grooming accepts no liability for the aggravation of pre-existing medical conditions or underlying health issues that were not disclosed prior to the appointment or that arise despite reasonable care being exercised.

Acceptance

By booking an appointment with Sunshine Coast Pet Grooming, you confirm that you have read, understood and accepted these Terms & Conditions.

You acknowledge that you are authorised to make decisions regarding your pet's care and agree to comply with all salon policies, fees and procedures outlined above.

We appreciate your trust in Sunshine Coast Pet Grooming and look forward to caring for your pet.