

Temple of the Dogs - Terms & Conditions

These Terms & Conditions apply to grooming services provided by Temple of the Dogs. By making a booking and accepting these Terms & Conditions, you confirm that you are at least 18 years old, are authorised to make decisions regarding the dog in your care and agree to the conditions below.

Our priority is always the safety, comfort and wellbeing of the dogs in our care. Every dog is different, and grooming services may be adapted where necessary to suit your dog's individual needs.

1. Bookings & Reservation Deposits

Appointments at Temple of the Dogs are reserved specifically for your dog.

A 50% reservation deposit is required to confirm your booking. This deposit will be deducted from the total cost of your dog's appointment, with the remaining balance payable upon collection.

If you reschedule your appointment with more than 48 hours' notice, your reservation deposit will be transferred to your new booking.

Appointments cancelled with less than 48 hours' notice will forfeit the reservation deposit.

We understand that genuine emergencies happen and reserve the right to waive or vary this policy at our discretion.

2. Cancellations, No-Shows & Late Arrivals

If you need to cancel or reschedule your appointment, we ask that you provide at least 48 hours' notice wherever possible.

If you do not attend your appointment and we have not heard from you, the full appointment fee may be charged.

Please arrive at your scheduled appointment time. If you are running late, let us know as soon as possible.

Late arrival may reduce the time available for your dog's groom. Where there is not enough time to safely and comfortably complete the booked service, we may need to modify or reschedule the appointment.

3. Services, Timing & Pricing

Service prices and appointment durations provided at the time of booking are based on the information available to us, including your dog's size, coat and the service selected.

Every dog and coat is different. The final price and time required may vary depending on factors including coat condition, matting, coat density, grooming requirements and the time reasonably required to complete the service safely and comfortably.

Where additional grooming time, services or charges become necessary, we will discuss these with you before proceeding wherever reasonably possible.

Any estimated completion or collection time provided at booking is a guide only. We will contact you when your dog is ready for collection.

4. Your Dog's Health

You agree to provide accurate and relevant information about your dog's health, medical conditions, injuries, allergies and any other circumstances that may affect their grooming experience.

Please let us know before your appointment if your dog is unwell or has symptoms including vomiting, diarrhoea, coughing or another potentially contagious illness or condition.

We may recommend postponing or ending an appointment where we believe proceeding could compromise your dog's wellbeing or the health and safety of other dogs visiting the studio.

Senior dogs and dogs with medical conditions are welcome. Depending on your dog's needs on the day, we may modify the service, take additional breaks or recommend a shorter or simpler groom to prioritise their comfort.

Temple of the Dogs is not a veterinary service. While we may bring lumps, bumps, skin changes, irritation or other observations to your attention, we cannot diagnose or provide veterinary advice about medical conditions.

5. Behaviour & Welfare

You agree to tell us about any known behavioural concerns that may affect grooming, including fear, anxiety, sensitivity to handling, previous difficulties during grooming or any history of biting or aggression.

Your dog's welfare will always take priority over completing a groom or achieving a particular style.

We may adapt grooming techniques, take breaks, modify the planned service, or pause or end an appointment where we believe continuing would cause unreasonable distress or create a safety risk for your dog or the groomer.

Where a groom cannot be completed, charges may apply for the work and time already provided.

We will discuss what happened with you and, where appropriate, recommend ways to make future grooming visits more comfortable and successful.

6. Matting & Coat Condition

You agree to provide accurate information about your dog's coat condition where known.

Matting can cause discomfort and may conceal skin irritation, sores, parasites or other conditions beneath the coat. In cases of significant matting, attempting to brush or comb the coat out may be painful or inappropriate.

Where necessary for your dog's welfare, we may recommend or undertake a shorter clip than originally requested in order to remove matting as safely and comfortably as possible.

Removing a heavily matted coat may reveal pre-existing redness, irritation, sores, bruising, skin conditions or other issues that were not visible before grooming. Closely matted coats can also increase the risk of minor skin irritation or injury during removal because the skin may be pulled tightly into or beneath the matting.

We will use reasonable care and appropriate grooming techniques to minimise these risks.

Additional time and charges may apply where coat condition or matting requires substantially more

work than anticipated. We will discuss this with you before proceeding wherever reasonably possible.

7. Fleas & Other Parasites

Please let us know before your appointment if you know or suspect that your dog has fleas or another contagious parasite.

If fleas or other parasites are discovered during the appointment, we may pause or end the groom and contact you to discuss the most appropriate next steps.

Additional cleaning or decontamination of the studio may be required to protect other dogs, and a reasonable additional cleaning fee may apply. Where possible, we will discuss any additional charge with you before it is applied.

8. Puppies

Puppy grooming appointments are focused on building confidence and positive associations with grooming.

Young dogs may not be comfortable completing every planned element of a service during a particular visit. We may modify or shorten the appointment depending on your puppy's confidence, behaviour and comfort on the day.

The amount of grooming completed may therefore vary between puppy appointments.

9. Emergency Veterinary Care

If your dog becomes unwell, is injured or experiences a medical emergency while in our care, we will make reasonable attempts to contact you and/or the emergency contact you have provided.

If we believe your dog requires urgent veterinary attention and we are unable to reach you or your emergency contact within a reasonable time, you authorise Temple of the Dogs to seek appropriate veterinary care on your dog's behalf.

Unless otherwise required by law or where Temple of the Dogs is legally responsible for the relevant loss or injury, veterinary expenses incurred in relation to your dog remain your responsibility.

10. Collection

We will contact you when your dog is ready for collection.

Because Temple of the Dogs operates as a one-on-one grooming studio, prompt collection helps us maintain a calm environment and prepare safely for the next visitor.

If you are unexpectedly delayed, please let us know as soon as possible.

11. Payment

The remaining balance for your dog's appointment is payable upon collection.

Payment may be made using the payment methods offered by Temple of the Dogs at the time of your appointment.

Where you have authorised a card to be stored on file, charges will only be processed in accordance with the booking and payment arrangements you have agreed to.

12. Grooming Records & Photography

Temple of the Dogs may take photographs or short videos of your dog where reasonably necessary for grooming and business records.

These records may document matters such as coat condition, matting, skin changes, grooming progress, style references or other information relevant to your dog's care and future appointments.

Photographs or videos taken for client records will not automatically be used for advertising, social media or other promotional purposes.

Any consent for promotional use of photographs or videos will be obtained separately.

13. After Your Dog's Appointment

Every dog responds differently to grooming. Some dogs may be tired after an appointment, while others may be energetic or behave slightly differently for a short period afterwards.

Please contact us if you have any concerns about your dog following their appointment.

If something about the grooming service is not as expected, please contact us within 48 hours where reasonably possible so that we can understand your concern and work with you toward an appropriate solution.

Nothing in these Terms & Conditions limits any rights or remedies you may have under the Australian Consumer Law or other applicable law.

14. Changes to These Terms

Temple of the Dogs may update these Terms & Conditions from time to time as our services and business practices evolve.

The version presented and accepted at the time of booking will apply to that booking.

15. Acceptance

By accepting these Terms & Conditions when booking, you confirm that:

- the information you have provided about yourself and your dog is accurate to the best of your knowledge;
- you are authorised to make decisions regarding the dog booked for grooming;
- you have read and understood these Terms & Conditions; and
- you agree to the conditions applying to your booking and your dog's visit to Temple of the Dogs.

Temple of the Dogs
Frankston, Victoria