



THE PAWLOUR GC

CLIENT POLICIES

What you need to know before becoming my client

These policies help me keep appointments running smoothly, provide each dog with the time and care they need, and set clear expectations for everyone. Thank you for taking the time to read them.

One-on-one grooming • Cage-free • One-woman salon

BOOKINGS & AVAILABILITY

- ◆ I generally book out around **8 weeks in advance**, so booking ahead is highly recommended.
- ◆ My availability is limited as I only groom **4-5 dogs per day**. This allows me to give each dog the time and attention they need without overbooking my day.
- ◆ Regular grooming schedules are strongly recommended if you would like to secure consistent appointments.
- ◆ Ongoing bookings are **not automatically renewed** once your current dates run out. Please contact me if you would like to continue your schedule.
- ◆ As I am a one-woman business, appointments booked well in advance may occasionally need to be adjusted due to illness, holidays or unforeseen circumstances. I will always do my best to provide as much notice as possible.

CANCELLATIONS & RESCHEDULING

- ◆ I understand that life happens! Plans change, people get busy, and sometimes appointments need to be moved.
- ◆ I do not charge a late cancellation fee. However, after **3 consecutive cancellations**, you will be required to **prepay your next appointment in full** to secure the booking.
- ◆ Last-minute rescheduling requests can be difficult to accommodate due to my limited availability, so please give me as much notice as possible if you need to change your appointment.
- ◆ As I generally book several weeks in advance, I cannot guarantee an alternative appointment straight away when rescheduling. Your new appointment will be subject to my next available opening.

DROP-OFF & PICK-UP

Being on time for both drop-off and pick-up is extremely important to keeping my day running smoothly.

- ◆ **Late drop-offs:** A **\$20 late fee** applies when arriving more than **15 minutes** after your scheduled appointment time.
- ◆ Arrivals more than 15 minutes late may also require a **service downgrade** if there is no longer enough time to complete the originally booked service.
- ◆ **Pick-ups:** Once your dog is ready, I will send you a message and allow an appropriate amount of time for you to make your way back.
- ◆ A **15-minute grace period** is then provided for collection. After this time, a **\$40 late pick-up fee** applies.
- ◆ The grace period begins from the **time the pick-up message is sent**, not when the message is opened or read.
- ◆ Please keep your **phone handy** while your dog is with me so you do not miss important messages regarding their appointment.

COAT CONDITION & MATTING

Humanity before vanity, always.

Your dog's comfort and wellbeing will always come first when deciding how their coat can safely be groomed.

- ◆ Maintaining your dog's coat between grooming appointments is the **owner's responsibility**. The condition of the coat presented to me on the day will determine what I am safely able to achieve during the groom.
- ◆ I can only work with the coat I am presented with. If you would like to maintain a longer length or particular style, regular brushing and coat maintenance at home is essential.
- ◆ If your dog's coat is matted or heavily tangled, I may need to clip the coat shorter than originally requested.
- ◆ Dematting will only be performed on dogs who are **comfortable and tolerant of being brushed out**. I will not put a dog through excessive or stressful dematting simply to preserve coat length.
- ◆ Dematting is an additional **\$15 per 10 minutes** of brushing required.
- ◆ If your dog is uncomfortable with dematting, or the matting is too severe to safely brush out, clipping the coat shorter will be the kinder option.
- ◆ The condition of the coat will be assessed at the appointment, and I will always do my best to discuss any significant changes to the requested groom with you.

HOLIDAYS & PEAK PERIODS

As a one-person business, availability around holidays and peak periods can be especially limited.

- ◆ **Christmas is my busiest time of year**, and appointments are very limited. Unfortunately, **I simply cannot fit everyone in before Christmas**, so please keep this in mind when planning your dog's appointments.
- ◆ I take **scheduled time off throughout the year**. When this happens, regular grooming schedules may occasionally need to be adjusted or have a slightly longer gap between appointments.
- ◆ I will always give as much notice as possible when my planned time off affects an existing booking and will do my best to find a suitable alternative.
- ◆ As I work alone, there is **no other groomer available to take over my appointments while I am away**, so alternative availability may be limited.
- ◆ If you cancel or need to reschedule an appointment during Christmas or another particularly busy period, I cannot guarantee that another appointment will be available within that same period.

RESPECT & CLIENT CONDUCT

I am always more than happy to help, answer questions and clear up any confusion that may arise.

- ◆ I understand that mistakes and misunderstandings happen, and I will always do my best to work through them with you.
- ◆ As a **solo operator**, I have a zero-tolerance policy for rude, aggressive or abusive behaviour towards me.
- ◆ I simply ask that all communication remains **kind and respectful**, just as I will always aim to treat my clients.
- ◆ If inappropriate behaviour becomes an issue, I reserve the right to **discontinue future grooming services**.

Thank you for understanding.

The Pawlour GC is a small, one-woman business, and mutual kindness, clear communication and respect go a long way. These policies allow me to provide the best possible care for the dogs entrusted to me while keeping the salon running smoothly.