The Dog Wash Caringbah – Client Policy Summary

These terms apply to all baths, grooms and other services provided by The Dog Wash Bath House & Grooming Caringbah, 2/82 Captain Cook Drive, Caringbah NSW 2229.

By booking online, booking by phone, walking in or signing our booking form, you agree to these terms.

1. Bookings and walk-ins

- You can book grooms and baths online, by phone on 02 9525 7765 or in person at the salon. General enquiries can be sent through the form on our website.
- Walk-ins are welcome for baths and nail clips, Monday to Friday. Last walk-ins are 2pm for large dogs and 3pm for small dogs. On very busy days we may need to pause walk-ins.
- Current prices and services are listed at thedogwash.com.au.

2. Appointment day and pick-up

- Appointment times are start times, not guaranteed finish times. We take extra time with anxious and nervous dogs, so how long a groom takes can vary.
- We'll give you an estimated pick-up time when you drop off. We'll let you know by text when your dog is ready.
- We encourage you to collect your dog within 30 minutes of receiving our notification that they're ready. When several dogs are waiting to be collected while our team is also caring for the dogs still being washed and groomed, prompt pick-ups help us keep every dog safe and calm.

3. Health, safety and behaviour

- Dogs must be fit and healthy at the time of their visit. Their vaccinations must be up to date. We don't need to see a certificate.
- You must tell us about any history of aggression or behavioural issues before the service. If this isn't disclosed, we may stop the service immediately.
- Please tell us about anything else we should know, such as health conditions, allergies, lumps or sore spots, medication or a past bad grooming experience. You can add these as care notes when you book.
- Grooming elderly, anxious or unwell dogs carries some extra risk. We take extra care and will talk to you if we have any concerns.
- For the safety of everyone in the salon, all dogs must be on a lead when they arrive.
- If we find fleas, we'll stop the service and ask you to collect your dog as soon as possible. We're happy to rebook once your dog has been treated.

4. Stopping or changing a service

- For the safety of your dog and our team, we may refuse, change or stop a service at any time if a dog is too stressed, aggressive or unsafe to continue. If this happens, we'll call you.
- If a service is stopped part way through, you'll be charged for the part that was completed.

5. Matting

- We do not perform painful dematting. If your dog's coat is badly matted, we'll recommend a shorter trim or a shave to keep them comfortable. This can change your dog's appearance considerably.

- Clipping a matted coat carries an increased risk of small nicks and grazes. Removing mats can also reveal skin conditions or bruising that were hidden underneath.
- A matting fee of $15 may apply.

6. Prices and services

- Our prices are a guide. Your final price depends on your dog's size and weight, coat length and condition, any matting and their behaviour. Your groomer will confirm the price with you before we start.
- A style groom fee of $20 applies to breed-specific styles, for example Poodles, Schnauzers, Westies and Cocker Spaniels.
- A full groom includes a hydrobath wash and blow dry, a full body clip to the length you choose, nail clip, hygiene clip, face, feet and tail trim and shaved paw pads, finished with fragrance and an accessory. We may skip any part that's unsafe or too stressful for your dog. An ear clean is available as an add-on.
- We don't offer anal gland expression. Please see your vet for this.

7. Payment

- Full payment is due on the day of service. We accept cash and card (including tap to pay).
- If payment isn't made on the day, late payment fees may apply and future bookings may be cancelled.

8. Cancellations and no-shows

- Please give at least 24 hours' notice to cancel or reschedule by calling 02 9525 7765. Bookings can't be changed or cancelled online.
- Cancellations with less than 24 hours' notice may be charged the full service fee. We may waive this at our discretion for emergencies or circumstances outside your control.
- A no-show is not attending without adequate notice. No-shows may be charged the full service fee. Repeated no-shows may mean we can't accept future bookings.
- Occasionally we may need to cancel or reschedule your appointment. If so, we'll contact you as early as possible and offer another time.

9. Emergency veterinary care

- If your dog needs urgent veterinary care during their visit and we can't reach you, you authorise us to take your dog to the nearest veterinary clinic for treatment.
- All veterinary and associated costs are the owner's responsibility.

10. Our responsibility

- We take great care with every dog. We're not responsible for pre-existing conditions, or for health, skin or behavioural issues that already existed and are discovered during or after a service. This includes allergies or reactions to products that we couldn't reasonably have known about.
- If your dog has known allergies or sensitive skin, tell us before the service. We can use a sensitive or medicated shampoo, or your own shampoo.
- Nothing in these terms limits your rights under the Australian Consumer Law.

11. Complaints and corrections

- If you're unhappy with a service or notice an issue afterwards, please let us know within 48 hours.
- For concerns about the quality of a groom, we'll offer a free correction where appropriate.

12. Photos and videos

- By using our services, you agree that photos or videos of your dog may be used for business, educational and promotional purposes, including on social media, our website and in advertising.
- If you'd prefer we didn't, just let us know in writing or in person before your appointment. We'll always respect your request.

13. Privacy

- We handle your personal information in line with our Privacy Policy, available on our website.

14. Changes to these terms

- We may update these terms from time to time. The current version is always on our website. We'll let clients know of any significant changes.

15. Your agreement

- By booking, walking in or signing our booking form, you confirm that you have read, understood and agree to these Terms of Service and consent to our services being provided under these conditions.