

Pet Grooming Yandina
Client Terms, Consent & Privacy Policy

Version 1.0 | Effective 5 October 2026
Operated by Skizzle Co Pty Ltd | ABN 16 163 814 248

Your agreement

By accepting this agreement in PetBoost, you confirm that you have read and agree to these Client Terms, grooming consents and Privacy Policy.

You confirm that the information you provide about you and your pet is accurate, and that you will tell us about any health, behaviour or safety concern that could affect their grooming or care.

Your acceptance is recorded by PetBoost with the date, time and version of this agreement.

1. Your pet and grooming instructions

Please give us accurate, current information about your pet, including relevant health conditions, injuries, allergies, medications, age-related needs, anxiety, fear, aggression, biting history or previous grooming difficulties.

We will take reasonable steps to follow your grooming instructions. We may change, shorten or stop a groom where coat condition, health, behaviour, tolerance or safety requires it. Your pet's welfare comes before a cosmetic finish. Where reasonably practical, we will contact you before making a significant change.

2. Matting - humanity over vanity

We will not put a pet through excessive or prolonged dematting. If matting cannot be safely brushed out, we may recommend or perform a shorter clip. Matting can hide skin problems and increases the risk of irritation or minor injury because equipment must work close to the skin.

A matting fee starting from \$55 may apply where significant matting requires extra time, work or equipment wear. More extensive matting may cost more. Where reasonably practical, we will advise you of significant additional charges before proceeding.

3. Behaviour, senior pets and medical conditions

Tell us before the appointment about any behaviour or medical issue that could affect safe grooming. We will not force a pet through a groom where continuing creates unacceptable stress or risk.

For senior, medically compromised or vulnerable pets, we may provide breaks, simplify or shorten the groom, limit standing time, require veterinary clearance, ask that you remain nearby, or stop the groom if needed for welfare.

If a groom is stopped or modified because your pet cannot safely tolerate grooming due to behaviour, aggression, fear or stress, the booked grooming price remains payable. This does not apply where PGY cannot complete the service for reasons within our control.

4. Injury and emergency veterinary care

Grooming involves animal handling and professional equipment, so accidents, injuries or unexpected medical events can occasionally occur despite reasonable care.

If we reasonably believe veterinary care is required and we cannot contact you promptly, you authorise PGY to arrange veterinary care. Our usual provider is Ninderry Veterinary Surgery next to the salon, but another veterinary or emergency service may be used when necessary.

Responsibility for veterinary costs depends on what caused the treatment. PGY will take responsibility for reasonable veterinary costs for an injury caused by an accident for which PGY is responsible. The owner will generally be responsible for treatment arising from a pre-existing or undisclosed condition or another matter not caused by PGY. If a pet's aggressive, unpredictable or unsafe behaviour materially contributes to an injury while reasonable handling steps are being taken, the owner may be responsible. Each incident is assessed individually.

5. Fleas, parasites and contagious conditions

Please do not bring your pet to the salon if you know or reasonably suspect they have a contagious condition. If live fleas are found, a \$55 cleaning fee will be added to your account. We may isolate a pet, modify or stop a groom, require prompt collection, or charge reasonable additional sanitation costs where appropriate. Grooming is not a comprehensive tick examination or parasite-prevention service.

6. Appointment time and collection

Most grooming appointments take approximately 3-4 hours. This is an estimate, not a guaranteed completion time. We will contact you when your pet is ready; please do not arrive early unless asked.

Unless otherwise agreed, pets must be collected by 4:00 pm. Late collection is \$50 for the first 15-minute period or part thereof, then \$25 for each additional 15-minute period or part thereof. The fee does not apply if PGY finishes the appointment after 4:00 pm or has agreed to a later collection time.

7. Cancellations and no-shows

There is no cancellation fee where an appointment is cancelled or rescheduled more than 24 hours before the appointment time. Cancellation or rescheduling within 24 hours, and no-shows, attract a fee equal to 50% of the booked grooming service price.

The fee may remain on your account for payment. Outstanding fees may need to be paid before another booking is accepted. Exceptional circumstances may be considered case by case.

8. Pricing and payment

Prices and quotes are based on the service booked and the information available at booking. The final price may change if your pet's size, coat condition, matting, behaviour, handling needs, bathing, drying, preparation time or other requirements differ from what was reasonably expected. Where reasonably practical, we will tell you about a significant additional charge before proceeding.

Payment is due in full when your pet is collected unless another arrangement has been agreed with PGY.

9. Concerns, corrections and refunds

If you are unhappy with the groom or service, please contact us within 48 hours of collection so we can assess the concern. We may ask for photographs or to see your pet. Where a reasonable correction can be made to the original service, we may offer an adjustment at no additional charge.

If you notice an injury, skin irritation or health concern you believe may be connected with the appointment, contact us as soon as reasonably possible. Urgent veterinary care should not be delayed.

Refunds are not automatic for dissatisfaction with a style or a change of mind. Genuine problems will be assessed and an appropriate remedy provided where required. Nothing in this agreement limits rights that cannot lawfully be limited.

10. Photographs and media

We may photograph your pet for operational purposes such as grooming records, identification, training, coat condition, health or welfare concerns, or incident records. We may also use suitable pet photographs for marketing or promotional purposes. If you do not want your pet's photographs used for marketing, tell us and we will record and respect your request.

11. When we may refuse, change or stop a service

PGY may reasonably refuse, change or stop a service where necessary for the health, welfare or safety of a pet, our team or other animals. This may include aggression, extreme fear or distress, medical concerns, severe matting, contagious illness or parasites, inaccurate or undisclosed safety information, repeated late collection or cancellations, abusive or threatening behaviour, or another unsafe or unreasonable circumstance. We may place conditions on future appointments or decline future bookings where appropriate.

12. How we handle your information

We collect and use information reasonably needed to provide and manage our services. This can include your contact details; information about your pet; booking, grooming and payment history; communications; photographs and incident records; information submitted through our website or forms; and basic website/device information.

We use this information to manage bookings and accounts, provide safe grooming and pet care, communicate with you, process payments, maintain records, manage complaints or incidents, improve our services, protect pets and staff, operate our systems, and meet accounting, insurance and legal requirements.

13. PetBoost, payments and service providers

We use PetBoost to manage client, pet, appointment and grooming information. Information you provide when booking or using our services may be processed or stored through PetBoost in accordance with its privacy, security and data-handling practices.

Payments may be processed through Stripe or another authorised payment provider. PGY does not need to retain complete card details where they are securely processed by the payment provider.

We also use service providers for functions such as website hosting, communications, cloud storage, accounting, insurance, analytics, security and professional or technology services. We may share information with these providers where reasonably necessary for them to provide their services. Some providers may process or store information outside Australia. We do not sell your personal information.

14. Privacy choices, security and records

We take reasonable steps to protect personal information from misuse, loss and unauthorised access, although no electronic system can be guaranteed completely secure. We keep information for as long as reasonably required for our services and legitimate operational, accounting, insurance, dispute-management and legal requirements, then securely delete, destroy or de-identify it where appropriate.

You may ask to access or correct personal information we hold about you. We may need to verify your identity and may lawfully limit access in some circumstances.

We may send appointment, collection, payment and safety communications needed to provide our services. Where permitted by law, we may also send service updates or promotions. You can unsubscribe from applicable marketing communications at any time.

15. Website and cookies

Our website and integrated services may use cookies or similar technologies for functionality, security, usage information and performance. You can generally manage cookies through your browser settings, although disabling them may affect website functionality.

16. Australian Consumer Law and changes

Nothing in this agreement excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded, restricted or modified under the Australian Consumer Law.

We may update these Terms and Privacy Policy when our services, procedures, systems or legal obligations change. PetBoost records the version accepted by the client. The current full Privacy Policy is also available on the Pet Grooming Yandina website.

17. Contact us

Pet Grooming Yandina
Operated by Skizzle Co Pty Ltd
ABN 16 163 814 248
Yandina, Queensland, Australia
hi@petgroomingyandina.com.au
petgroomingyandina.com.au

Privacy questions or complaints can be sent to hi@petgroomingyandina.com.au. Where applicable, you may also have the right to complain to the Office of the Australian Information Commissioner (OAIC).