

PAMPER PAWS TERMS AND CONDITIONS

1. All dogs must be fully vaccinated and up to date with vaccinations. We may ask to see a current vaccination certificate or call your vet to confirm. Puppies must have at least 2 vaccinations prior to grooming appointments, and all 3 vaccinations before attending daycare.
2. We require all dogs to be free of fleas. If fleas are found on your pet, there will be an additional cost starting from \$15.00 to cover flea shampoo, extra time, clean-up, and treatment of the salon to ensure our Salon stays safe for all pets.
3. Removing matted coat can expose pre-existing conditions, as well as cause nicks, irritations or abrasions to the skin. Matted coats will be clipped off short, we do not de-matt as it is painful for your pet. Extra fees will apply for dogs who are matted and require matts to be clipped out.
4. We require you to inform staff of any medical, physical, behavioural, allergies or pre-existing conditions.
5. Although accidents are rare, there is a risk when dealing with pets. Grooming equipment is sharp, and although we use extreme care in all situations, possible problems could occur including nicks, scratches, etc. In most cases this can happen when a pet is wriggling around. All incidents will be communicated to the owner.
6. Should an injury occur from the dog being matted, elderly, aggressive, a difficult temperament, or from a pre-existing condition, the veterinary bill will be the sole responsibility of the owner. Pamper Paws will make every attempt to contact the owner before taking the dog for veterinary treatment.
7. We require 24 hours' notice for cancellations or changes to your appointment. Fees of at least 50% booked service apply if less than 24 hours' notice is given, 100% of booked service payable if less than 1 hours' notice given. Multiple no shows or cancellations may result in termination of all future services.
8. Pamper Paws may take photos of your pet during their stay at our salon for advertising, education and social media.
9. All invoices must be paid for before collection of your pet.
10. We do not accept entire females who are on heat. Please ensure to reschedule if your dog is due to be on heat at the time of her appointment. Our cancellation policy applies should you cancel with less than 24hr notice.
11. Our pricing is subject to change, and online pricing is a guide and only a starting point. For a more accurate price, please contact the salon directly.
12. Daycare costs will be added onto grooming services if your dog is left for more than 60 minutes either side of their grooming appointment.
13. This contract is ongoing and applicable for all future services provided by Pamper Paws.
14. Dogs must be on a leash at all times.