TERMS AND CONDITIONS OF SERVICE

KANINE STUDIO

Effective Date: 1/05/2026

These Terms and Conditions (“Terms”) apply to all grooming services provided by **Kanine Studio** (“the Business”, “we”, “us” or “our”) to the owner, guardian or authorised representative of any pet receiving services (“you”, “the Client” or “Owner”).

These Terms are designed to clearly outline the responsibilities of both Kanine Studio and the Client, establish expectations regarding grooming services, and ensure the welfare, safety and comfort of every dog receiving care.

By booking, requesting, attending, or continuing to use grooming services provided by Kanine Studio, you acknowledge that you have read, understood, and agree to be bound by these Terms.

1. DEFINITIONS AND INTERPRETATION

1.1 Definitions

For the purpose of these Terms:

“Business” means Kanine Studio, including its owner, contractors, employees, representatives, and any authorised persons acting on behalf of Kanine Studio.

“Client” or “Owner” means the person responsible for the pet and includes any person who books, requests, authorises, or pays for grooming services.

“Pet” or “Dog” means the animal presented to Kanine Studio for grooming services.

“Services” means any grooming, bathing, styling, coat maintenance, nail trimming, hygiene services, puppy introduction programs, or any other service offered by Kanine Studio.

“Appointment” means the scheduled time reserved for the provision of Services.

“Grooming Schedule” means the recommended ongoing grooming frequency determined by Kanine Studio based on the individual dog’s coat, breed, lifestyle, and welfare requirements.

“Veterinarian” means a registered veterinary practitioner.

1.2 Interpretation

These Terms are intended to be interpreted in accordance with the laws of Western Australia and the applicable provisions of the **Competition and Consumer Act 2010 (Cth)**, including the Australian Consumer Law ("ACL").

Nothing within these Terms is intended to exclude, restrict, or modify any consumer guarantee, right, or remedy that cannot legally be excluded under Australian law.

Where a provision of these Terms is found to be invalid, unlawful, or unenforceable, that provision will be severed to the extent necessary, and the remaining provisions will continue to apply.

2. ACCEPTANCE OF TERMS

2.1 Acceptance by Booking

By booking an appointment with Kanine Studio, whether through:

- telephone;
- text message;
- email;
- online booking system;
- social media;
- verbal agreement; or
- any other communication method,

You confirm that you have read, understood, and accepted these Terms.

Acceptance applies to the current appointment and all future appointments unless updated Terms are provided.

2.2 Authority to Consent

By engaging Kanine Studio, you confirm that:

a) you are the owner of the dog or have lawful authority from the owner to make decisions regarding the dog;

b) you have authority to consent to grooming services and any decisions reasonably required during the grooming process;

c) all information provided to Kanine Studio regarding the dog's health, behaviour, temperament and history is accurate and complete.

You acknowledge that Kanine Studio relies on information supplied by you when assessing the suitability and safety of providing grooming services.

2.3 Updates to Terms

Kanine Studio reserves the right to update these Terms from time to time to reflect changes in business operations, industry standards, or legal requirements.

Updated Terms will apply to future appointments after being made available to clients.

3. ABOUT KANINE STUDIO

Kanine Studio is a professional, one-on-one luxury dog grooming service focused on providing a calm, safe and personalised grooming experience.

Kanine Studio operates with the belief that grooming should prioritise the individual dog's welfare, comfort and emotional wellbeing while maintaining a high standard of coat care and presentation.

Each dog is handled individually from start to finish by one dedicated groomer. Grooming outcomes may vary depending on the dog's coat condition, behaviour, tolerance, age, health, and previous grooming history.

The primary objective of Kanine Studio is always to provide a positive grooming experience while ensuring the safety and welfare of the dog.

4. NEW CLIENT INTAKE FORM AND APPOINTMENT SECURITY

4.1 Completion of Intake Form

All new Clients must complete and submit the Kanine Studio New Client Intake Form within twenty-four (24) hours of receiving it.

The intake form is required for client records, insurance purposes and the collection of information relevant to the safe care and grooming of the Client's dog, including health, medical, behavioural and emergency information.

4.2 No Confirmed Appointment Without Intake Form

An appointment will not be considered booked, secured or confirmed unless and until:

a. the completed intake form has been received by Kanine Studio;
b. the information provided has been reviewed and accepted by Kanine Studio; and
c. Kanine Studio has expressly confirmed the appointment.

Kanine Studio is not required to hold or reserve an appointment time while awaiting completion or submission of the intake form.

All available appointment times are offered on a first-come, first-served basis. If another client completes the required booking process before the Client, the appointment time may no longer be available.

4.3 Failure to Submit Intake Form

If the Client fails to complete and submit the intake form within twenty-four (24) hours of receiving it, any appointment time discussed, provisionally offered or otherwise made available may be released and offered to another client without further notice.

Submitting an enquiry, discussing an appointment, receiving an intake form or being offered a potential appointment time does not constitute confirmation of an appointment.

No completed intake form means that no appointment is confirmed.

4.4 Client Responsibility

The Client is responsible for completing and submitting the intake form promptly, accurately and completely.

Kanine Studio will not be responsible for an appointment becoming unavailable due to the Client's failure to complete or submit the intake form within the required timeframe.

4.5 Right to Decline Services

Kanine Studio reserves the right to decline a new Client or dog after reviewing the completed intake form where Kanine Studio reasonably considers that the dog, requested service, grooming schedule, health, behaviour or any other relevant circumstance is unsuitable for the services provided.

5.5 Client's Duty to Disclose Information

The Client must provide complete, accurate and current information regarding the dog's health, medical history, behaviour and grooming history in the New Client Intake Form.

The Client must notify Kanine Studio of any change to that information before each subsequent appointment.

5.6 Information Required

The Client must disclose all relevant information, including but not limited to:

a. illnesses or injuries;
b. medical conditions or diagnoses;
c. medications or treatments;
d. recent or pending surgery;
e. allergies or sensitivities;
f. skin, coat or ear conditions;
g. mobility issues or physical limitations;
h. anxiety, fear or stress-related behaviour;
i. biting, snapping, aggression or attempted aggression; and
j. any previous incident involving a groomer, veterinarian, person or animal.

5.7 Failure to Disclose

The Client acknowledges that failure to disclose relevant or accurate information may affect Kanine Studio's ability to safely provide grooming services.

The Client remains responsible for ensuring that all information provided to Kanine Studio is accurate, complete and up to date.

5.8 Refusal or Discontinuation of Services

Kanine Studio reserves the right to refuse, suspend or discontinue a grooming service where information provided by the Client, or information discovered before or during the appointment, indicates that the service may present an unreasonable risk to:

a. the dog;
b. the Client;
c. Kanine Studio or its personnel; or
d. any other person or animal.

Kanine Studio may discontinue a service immediately where the dog displays signs of illness, injury, distress, fear, aggression or other behaviour that makes continuation unsafe or unsuitable.

5.9 Client Records

The Client acknowledges and agrees that information provided in the intake form, together with relevant information provided before or during future appointments, may form part of the Client's ongoing records maintained by Kanine Studio.

BOOKINGS, APPOINTMENTS, CANCELLATIONS & PAYMENTS

6. BOOKINGS, APPOINTMENTS AND SCHEDULING REQUIREMENTS

6.1 Appointment Availability

Appointments with Kanine Studio are limited due to the one-on-one nature of the grooming service. Each appointment time is reserved exclusively for the individual dog and cannot be easily replaced at short notice.

By booking an appointment, you acknowledge that time has been specifically allocated for your dog and that missed appointments or late cancellations may result in financial loss to the Business.

6.2 Appointment Confirmation

Kanine Studio booking system sent out an appointment confirmation message 2 days prior to your scheduled appointment.

Where confirmation is requested, the Client agrees to respond within the timeframe specified in the confirmation message.

Failure to confirm an appointment may result in the appointment being cancelled and the time being offered to another client.

A failure to respond does not guarantee that an appointment will remain reserved.

6.3 Client Responsibility to Attend

The Client is responsible for:

a) remembering the scheduled appointment time;

b) ensuring the dog arrives at the agreed appointment time;

c) allowing sufficient time for travel and unforeseen delays;

d) ensuring all required information regarding the dog's health, behaviour and grooming history has been provided before the appointment.

Kanine Studio is not responsible for missed appointments resulting from the Client failing to attend at the scheduled time.

7. Late Arrival Policy

Due to the one-on-one nature of Kanine Studio, each appointment time is reserved exclusively for your dog. Arriving late reduces the time available to complete the scheduled grooming service and may impact the quality, finish and welfare of the groom.

The Client is responsible for allowing sufficient travel time and arriving at the agreed appointment time.

Late Arrival Timeframes

Less than 5 minutes late

Clients arriving less than 5 minutes after their scheduled appointment time may proceed with their groom where possible.

However, repeated lateness will be recorded under Kanine Studio's late arrival policy.

5 minutes or more late

A Client arriving **5 minutes or more after their scheduled appointment time** will receive a late arrival strike.

A late arrival strike may be issued where the delay impacts the grooming schedule, preparation time, or ability to complete the requested service.

The Client acknowledges that repeated late arrivals affect Kanine Studio's ability to provide a reliable one-on-one service to all clients.

15 minutes or more late

If a client arrives **15 minutes or more after their scheduled appointment time**, the appointment will be considered a missed appointment and may be cancelled.

The Client acknowledges that by arriving 15 minutes or more late, there may no longer be sufficient time available to safely complete the scheduled grooming service.

Where an appointment is cancelled due to late arrival, the Client agrees that the applicable cancellation fee of 100% of the groom is to be charged, as the appointment time was reserved exclusively for their dog and could not reasonably be filled at short notice.

8. Repeated Late Arrivals

Kanine Studio understands that genuine emergencies and unexpected circumstances can occur. However, repeated lateness impacts the operation of a one-on-one grooming business.

Kanine Studio operates a **three (3) strike system** for late arrivals.

- Each arrival of **5 minutes or more late** may result in one strike being recorded.
- After **three (3) late arrival strikes**, Kanine Studio reserves the right to discontinue offering future appointments to that Client.
- The Client's regular appointment allocation may be released and offered to another client.

This policy exists to ensure fairness to all clients, maintain appointment schedules, and allow Kanine Studio to provide a calm, unrushed grooming experience.

9. CANCELLATIONS, RESCHEDULING AND MISSED APPOINTMENTS

9.1 Notice Requirement

Kanine Studio understands that unexpected circumstances can occur. However, due to the limited availability of appointments, Clients are required to provide a minimum of **48 hours' notice** to cancel or reschedule an appointment.

This allows Kanine Studio a reasonable opportunity to offer the appointment to another client.

9.2 Late Cancellation Fee

Where an appointment is cancelled with less than 48 hours' notice, or where the Client fails to attend the appointment, the Client acknowledges that Kanine Studio may charge a cancellation fee.

The purpose of this fee is to recover the reasonable loss incurred by the Business due to:

- reserved grooming time;
- lost appointment availability;
- preparation time;
- administrative time; and
- inability to reasonably replace the booking.

The cancellation fee will not exceed the reasonable costs and losses suffered by Kanine Studio.

9.3 No Show Appointments

A "No Show" occurs when:

- the Client fails to attend the appointment;
- the Client does not provide notice of cancellation;
- the Client cannot be contacted within a reasonable timeframe.

A missed appointment may result in:

a) payment being required before any future appointments are accepted;

b) a deposit or prepayment requirement for future bookings; or

c) Kanine Studio declining future appointments.

9.4 Emergencies and Exceptional Circumstances

Kanine Studio understands that genuine emergencies may occur.

Where a client is unable to provide the required notice due to circumstances outside their reasonable control, Kanine Studio may consider waiving or reducing any cancellation fee at its discretion.

This does not create an ongoing obligation for Kanine Studio to waive fees in future circumstances.

10. REGULAR GROOMING REQUIREMENTS

10.1 Maintaining a Suitable Grooming Schedule

Kanine Studio operates as a one-on-one professional grooming service where appointment availability is limited and allocated based on the ongoing grooming needs of each individual dog.

The Client acknowledges that regular grooming is essential for maintaining the health, comfort and manageability of their dog's coat.

The recommended grooming frequency is determined by factors including, but not limited to:

- breed;
- coat type;
- coat length and style;
- lifestyle;
- coat maintenance between appointments;
- grooming history; and
- the individual dog's tolerance and welfare requirements.

Recommended grooming schedules generally range between **1–8 weeks**, depending on the dog's individual needs and the style being maintained.

10.2 Maintaining a Reserved Appointment Space

Clients who wish to maintain an ongoing appointment allocation with Kanine Studio acknowledge that regular attendance within the recommended grooming timeframe is required.

Due to the limited availability of appointments and the one-on-one nature of the service, Kanine Studio prioritises clients who maintain their dog's grooming schedule.

Where a Client does not attend Kanine Studio within the recommended grooming timeframe for their dog's coat style and maintenance requirements, Kanine Studio reserves the right to release that Client's future appointment allocation and offer the available appointment space to clients on the waiting list.

10.3 Recommended Advance Booking of Appointments

Due to the one-on-one nature of Kanine Studio, appointment availability is limited and each grooming session is individually allocated to one client and their dog.

Clients who require ongoing grooming appointments are strongly encouraged to **pre-book their appointments in advance, including securing appointments for the year where possible**, to ensure continuity of care and maintain their preferred grooming schedule.

Kanine Studio operates with a highly structured schedule and a limited number of appointments available. While every effort will be made to respond to client enquiries as promptly as possible, the Business may not always be able to accommodate last-minute appointment requests or respond immediately due to being actively engaged in grooming appointments throughout the day.

Clients acknowledge that failure to secure future appointments in advance may result in:

a) limited appointment availability;

b) longer waiting periods;

c) the inability to maintain the dog's preferred grooming schedule; or

d) the appointment space being offered to another client.

Priority may be given to existing clients who maintain a consistent grooming schedule and have pre-booked future appointments.

10.4 Lapsed Clients and Rebooking Availability

If a Client has not attended Kanine Studio within the recommended grooming timeframe of **1–8 weeks (depending on the dog's grooming requirements and style being maintained)**, their ongoing appointment space may no longer be held.

The Client acknowledges that:

a) their regular appointment allocation may be offered to another client;

b) future appointments will be subject to availability;

c) priority may be given to clients who are committed to maintaining a consistent grooming schedule;

d) Kanine Studio cannot guarantee that a future appointment will be available.

Where a Client's dog returns outside the recommended grooming timeframe, Kanine Studio may also reassess whether the requested service remains suitable based on coat condition, grooming requirements, available appointment time and the welfare of the dog.

10.5 Infrequent Grooming Requests

Kanine Studio specialises in maintaining dogs through consistent coat care and does not operate as a "once every few months" grooming service.

Where a client requests grooming outside the recommended maintenance schedule, Kanine Studio may decline the appointment or recommend an alternative grooming provider that better suits the Client's requirements.

11. PAYMENT TERMS

11.1 Payment Due

Payment for Services is due upon completion of the grooming appointment unless otherwise agreed in writing by Kanine Studio.

The Client agrees that payment must be made before the dog leaves the premises.

11.2 Accepted Payment Methods

Kanine Studio's accepted payment methods may change from time to time based on business requirements and operational considerations.

From **1 October 2026**, Kanine Studio will accept **cash payments only** for grooming services.

As a small, one-on-one business, Kanine Studio has made this decision to ensure pricing remains sustainable and to manage increasing business operating costs.

Electronic payment transfers will not be accepted as a standard payment method, as payment must be received at the time of collection of the dog. Delayed or missed transfers create unnecessary administration and risk for the Business.

The Client acknowledges that payment is required in full before the dog leaves the premises unless an alternative arrangement has been expressly agreed to in writing by Kanine Studio.

11.3 Outstanding Amounts

Where payment remains unpaid after the due date, Kanine Studio reserves the right to:

a) suspend future bookings;

b) require payment before accepting future appointments;

c) recover reasonable costs associated with recovering outstanding amounts.

11.4 Disputed Payments

If a Client disputes a charge, they agree to first contact Kanine Studio directly and provide an opportunity to resolve the matter before initiating a payment dispute, chargeback, or external claim.

HEALTH, WELFARE, VETERINARY AUTHORITY & SPECIAL NEEDS DOGS

12. HEALTH AND WELFARE OF YOUR DOG

12.1 Commitment to Animal Welfare

The health, safety and welfare of every dog receiving services at Kanine Studio is the highest priority.

Kanine Studio will always take reasonable care and use professional skill, knowledge and judgement when providing grooming services.

The Client acknowledges that grooming involves handling, bathing, drying, brushing, clipping, scissoring, nail care and other procedures that may not be suitable for every dog in every circumstance.

Grooming services will always be performed with consideration to the individual dog's physical condition, temperament, tolerance and wellbeing.

12.2 Client Disclosure Requirements

Before any grooming appointment, the Client must disclose all information that may affect the safety or suitability of grooming services, including but not limited to:

- medical conditions;
- previous injuries;
- recent surgery;
- current medications;
- allergies or sensitivities;
- skin conditions;
- ear conditions;
- seizures;
- heart conditions;
- respiratory conditions;
- arthritis or mobility issues;
- age-related concerns;
- behavioural concerns;
- anxiety or fear responses;
- previous grooming incidents;
- history of biting, aggression or attempts to escape.

The Client acknowledges that failure to provide accurate and complete information may affect Kanine Studio's ability to safely provide services.

12.3 Changes in Health or Behaviour

The Client agrees to notify Kanine Studio before each appointment if there has been any change to the dog's:

- health;
- medication;
- behaviour;
- temperament;
- mobility;
- injury status; or
- veterinary treatment.

A dog's behaviour and tolerance may change over time due to age, illness, pain, stress, hormonal changes or environmental factors.

13. VACCINATIONS, PARASITES AND INFECTIOUS CONDITIONS

13.1 Vaccination and Preventative Care

Clients are responsible for maintaining their dog's health care requirements, including appropriate vaccinations, parasite prevention and veterinary care.

Kanine Studio may request confirmation of vaccination status or veterinary advice where reasonably required to protect the health and safety of other animals and persons.

13.2 Fleas, Ticks and External Parasites

If a dog is found to have fleas, ticks or other external parasites during grooming, Kanine Studio may:

a) notify the Client;

b) apply an appropriate treatment where available and agreed;

c) recommend veterinary advice;

d) discontinue the grooming service if necessary to protect the welfare of the dog or prevent contamination of the salon environment.

Additional cleaning, treatment or parasite management fees may apply where additional time or resources are required.

13.3 Infectious Illness

To protect all clients and animals, dogs displaying signs of contagious illness must not attend grooming appointments.

Signs may include:

- coughing;
- vomiting;
- diarrhoea;
- unexplained lethargy;
- discharge;
- infectious skin conditions;
- other symptoms indicating possible illness.

The Client agrees not to bring a dog to Kanine Studio where they reasonably suspect the dog may be unwell or contagious.

14. VETERINARY TREATMENT AUTHORITY AND EMERGENCIES

14.1 Emergency Situations

The Client authorises Kanine Studio to take reasonable action if an emergency occurs while the dog is in the care of Kanine Studio.

Where reasonably possible, Kanine Studio will attempt to contact the Client or nominated emergency contact before obtaining veterinary assistance.

However, where immediate treatment is considered necessary to protect the dog's health or welfare, the Client authorises Kanine Studio to seek veterinary assessment and treatment.

14.2 Veterinary Expenses

The Client acknowledges that they remain responsible for veterinary fees and associated costs relating to:

- pre-existing medical conditions;
- undisclosed health conditions;
- age-related complications;
- injuries or illnesses unrelated to negligence by Kanine Studio;
- veterinary treatment required to protect the dog's welfare.

Where Kanine Studio is found to have failed to meet its obligations under Australian Consumer Law or has acted negligently, the Client's rights remain unaffected.

14.3 Emergency Contact Details

The Client must provide:

- a current telephone number;
- an emergency contact person where possible;
- the dog's regular veterinarian details.

The Client must ensure these details remain current.

Kanine Studio is not responsible for delays caused by incorrect or outdated contact information provided by the Client.

15. SPECIAL NEEDS, ELDERLY AND MEDICALLY COMPROMISED DOGS

15.1 Individual Assessment

Dogs requiring additional care, including elderly dogs, disabled dogs, dogs with medical conditions, or dogs with significant anxiety, may be accepted on a case-by-case basis.

Kanine Studio reserves the right to assess whether grooming services are appropriate based on the individual dog's circumstances.

15.2 Modified Grooming Services

For special needs dogs, the completed groom may differ from the requested style where necessary to protect the dog's comfort and welfare.

The Client acknowledges that:

- a shorter haircut may be required;
- certain areas may not be completed;
- grooming time may be reduced;
- additional breaks may be required;
- the groom may be stopped before completion.

The priority will always be the dog's wellbeing rather than achieving a particular cosmetic result.

15.3 Elderly Dogs

The Client acknowledges that elderly dogs may have increased risks associated with grooming, including but not limited to:

- reduced mobility;

- stress intolerance;
- temperature regulation difficulties;
- underlying medical conditions;
- sensitivity to handling.

Kanine Studio will take reasonable care but cannot eliminate all risks associated with grooming elderly or medically compromised animals.

15.4 Right to Cease Grooming

If Kanine Studio reasonably believes that continuing the grooming process may compromise the dog's welfare, safety or wellbeing, Kanine Studio may stop the service.

The Client agrees that the dog's health and safety will take priority over completing the requested grooming outcome.

Charges may still apply for services completed up to the point the groom was discontinued.

15.5 Age and Size Restrictions

Kanine Studio is a one-on-one grooming service operated by a single groomer. Due to the nature of this service model, all dogs are individually assessed to ensure that grooming can be performed safely and comfortably.

To maintain a safe working environment for both the dog and groomer, Kanine Studio generally does not accept:

- dogs over **8 years of age**; or
- dogs over **12kg in weight**.

These limitations are in place due to the increased handling considerations, physical demands and potential risks associated with grooming larger, elderly, or medically compromised dogs when there is no additional staff member available to assist.

The Client acknowledges that older dogs and larger dogs may have increased risks associated with grooming, including but not limited to:

- reduced mobility;
- joint or musculoskeletal issues;
- difficulty standing for extended periods;
- increased stress or anxiety;
- underlying health conditions;
- increased risk during lifting, handling, bathing and drying procedures.

Kanine Studio reserves the right to assess each dog individually and may decline or discontinue services where it reasonably believes the grooming process may not be suitable, safe, or in the best interests of the dog or groomer.

Where Kanine Studio is unable to provide services due to these considerations, the Client may be recommended to seek a grooming provider with additional staffing, equipment or facilities more suitable for their dog's needs.

16. SEDATION POLICY

16.1 Sedation

Kanine Studio does not administer sedatives or medication to dogs.

If a dog requires sedation in order to safely complete grooming, the Client will be advised to seek assistance from a veterinarian or veterinary grooming facility.

16.2 Disclosure of Sedation

The Client must disclose any sedatives, calming medication or other substances given to the dog prior to attending an appointment.

Failure to disclose medication may create a safety risk for the dog and the groomer.

BEHAVIOUR, SAFETY, RESTRAINTS & RIGHT TO REFUSE SERVICE

17. BEHAVIOUR AND TEMPERAMENT REQUIREMENTS

17.1 Importance of Accurate Behaviour Information

Kanine Studio is committed to providing a safe and calm grooming environment for every dog.

The Client must provide accurate information regarding the dog's temperament, behaviour and grooming history before services are provided.

This includes, but is not limited to, disclosure of whether the dog:

- has bitten or attempted to bite a person;
- has shown aggression towards people or animals;
- becomes distressed, fearful or reactive during grooming;
- has attempted to escape or injure itself during handling;
- guards resources such as food, toys or handling areas;
- has previously required special handling, restraint or behavioural management.

17.2 Failure to Disclose Behavioural Concerns

If the Client fails to disclose known behavioural concerns, the Client may be responsible for any reasonable costs, losses or damages arising from the undisclosed behaviour, including but not limited to:

- injuries caused to the groomer, another person or another animal on the premises;
- damage caused to equipment or property;
- veterinary expenses resulting from the dog's behaviour;
- loss of business caused by the incident.

This clause does not limit any rights or remedies available under Australian Consumer Law.

18. ANXIOUS, FEARFUL OR DIFFICULT DOGS

18.1 Individual Assessment

Every dog responds differently to grooming.

Kanine Studio recognises that fear, anxiety, stress or discomfort may affect a dog's ability to tolerate grooming procedures.

Where a dog displays signs of significant stress or fear, Kanine Studio may modify the grooming process to prioritise the dog's emotional and physical wellbeing.

18.2 Modified Grooming Outcomes

The Client acknowledges that where a dog is unable to safely tolerate the complete grooming process:

- the requested haircut may not be achievable;
- certain areas may remain unfinished;
- the grooming style may need to be altered;
- additional appointments may be recommended;
- referral to another grooming professional or veterinary grooming service may be advised.

The Client understands that the welfare of the dog takes priority over achieving a specific cosmetic outcome.

19. RESTRAINT AND SAFETY PROCEDURES

19.1 Purpose of Restraint

The Client understands that professional grooming requires appropriate safety measures to prevent injury to the dog, groomer and others.

Reasonable restraint methods may be used where required and appropriate, including but not limited to:

- grooming loops/nooses;
- grooming arms;
- belly straps;
- supportive restraints;
- towels;
- muzzles where necessary for safety.

19.2 Safe Use of Restraints

Restraints are used only for safety purposes and are never intended as punishment.

Dogs will not be left unattended while restrained on a grooming table or in a manner that creates an unreasonable risk of injury.

19.3 Muzzle Use

A muzzle may be used where reasonably necessary to prevent injury due to:

- attempted biting;
- unsafe behaviour;
- fear-based reactions;
- sudden movement;
- inability to safely complete a grooming procedure.

The Client acknowledges that the use of a muzzle is a safety measure and does not mean the dog is considered aggressive.

19.4 Unsafe Behaviour During Grooming

If a dog becomes unsafe to handle due to behaviour such as:

- repeated attempts to bite;
- uncontrolled struggling;
- extreme distress;
- risk of injury to itself or others;

Kanine Studio may immediately stop the grooming service.

The Client may be required to collect the dog as soon as possible.

The Client remains responsible for payment for services performed up to the time the service was discontinued.

20. DOG BITING, INJURY AND PROPERTY DAMAGE

20.1 Owner Responsibility for Behaviour

The Client remains responsible for their dog's behaviour and actions.

By booking with Kanine Studio, the Client acknowledges that animals can behave unpredictably, particularly when exposed to unfamiliar environments, handling, grooming equipment, sounds, restraint or stress.

20.2 Injury Caused by a Dog

Where a dog causes injury or damage due to undisclosed or unmanaged behaviour, the Client may be responsible for reasonable costs arising from that incident.

This may include:

- medical expenses;
- veterinary expenses;
- replacement or repair of damaged equipment;
- loss of income directly resulting from the incident.

21. RIGHT TO REFUSE OR DISCONTINUE SERVICES

21.1 Professional Discretion

Kanine Studio reserves the right to refuse, postpone or discontinue grooming services where reasonably necessary to protect:

- the welfare of the dog;
- the safety of the groomer;
- the safety of other persons or animals;
- the hygiene and operation of the salon.

21.2 Reasons Services May Be Refused or Stopped

Reasons may include, but are not limited to:

- undisclosed medical conditions;
- unsafe behaviour;
- repeated biting attempts;
- extreme stress or distress;
- excessive matting;
- infectious illness;
- unsuitable grooming requests;
- failure to follow salon policies;
- repeated cancellations or missed appointments;
- behavior that is incompatible with a safe one-on-one grooming environment.

21.3 No Obligation to Continue Services

The Client acknowledges that acceptance of a previous appointment does not create an obligation for Kanine Studio to provide future services.

Kanine Studio may determine whether ongoing appointments remain suitable based on the dog's needs, behaviour, welfare and the ability to safely provide services.

21.4 Acceptance of Future Appointments

Kanine Studio reserves the right to determine whether a dog is suitable for ongoing grooming services based on factors including, but not limited to:

- the dog's behaviour and temperament;
- grooming requirements;
- coat condition;
- safety considerations;
- the dog's ability to tolerate the grooming process;
- compatibility with the one-on-one grooming environment of Kanine Studio.

Where Kanine Studio chooses not to proceed with future appointments, the Business may decline to accept further bookings.

The Client acknowledges that due to the nature of operating a busy one-on-one grooming service, Kanine Studio may not always be able to provide detailed explanations or ongoing correspondence regarding appointment availability.

If a Client has made an enquiry or requested future appointments and does not receive a response from Kanine Studio within a reasonable timeframe, the Client should understand that Kanine Studio may have chosen not to proceed with providing future services.

A lack of response from Kanine Studio should not be interpreted as confirmation that an appointment has been accepted or that future bookings are available.

22. CUSTOMER CONDUCT AND SALON SAFETY

22.1 Grooming Area Access

For safety, hygiene and insurance reasons, Clients are not permitted to enter the active grooming area unless invited by Kanine Studio.

The grooming environment contains:

- sharp grooming equipment;
- electrical equipment;
- wet surfaces;
- professional tools requiring specialised handling.

Restricting access helps maintain a safe environment for clients, dogs and the groomer.

22.2 Respectful Communication

Kanine Studio is committed to providing a respectful and professional service.

Abusive, threatening, intimidating or inappropriate behaviour towards Kanine Studio, whether in person, by telephone, text message, email or online platform, will not be tolerated.

Kanine Studio reserves the right to refuse future services where communication becomes unreasonable or abusive.

23 COMMUNICATION AND RESPONSE TIMES

23.1 Preferred Method of Communication

Kanine Studio operates as a sole-operator grooming business. The safety, welfare and supervision of animals in the care of Kanine Studio take priority during operating hours.

The Client acknowledges and agrees that Kanine Studio may be unable to respond to communications while grooming or otherwise attending to animals.

The primary method of communication with Kanine Studio is **text message or other written electronic communication**.

Kanine Studio does not generally accept or return telephone calls. The Client acknowledges that this policy is necessary to minimise interruptions and enable Kanine Studio to maintain appropriate supervision and concentration while providing grooming services.

23.2 Response Times

The Client acknowledges that Kanine Studio does not provide an immediate-response communication service.

Clients must allow **up to seven (7) days** for Kanine Studio to respond to non-urgent enquiries, text messages, appointment requests or other communications.

Response times may vary depending on workload, operating hours, leave, public holidays, dog-show commitments and other circumstances affecting the operation of the Business.

The absence of an immediate response does not mean that a message has not been received or has been intentionally disregarded.

Repeated messages, telephone calls or communications through multiple platforms will not give an enquiry priority or guarantee an earlier response.

23.3 Appointment Requests

Sending a message requesting, changing or discussing an appointment does **not constitute confirmation of an appointment**.

An appointment is only confirmed once Kanine Studio has expressly confirmed the applicable date and time and, where applicable, all required intake forms or other documentation have been completed and accepted.

All appointments remain subject to availability.

23.4 Established Regular Clients

Where a Client maintains an established recurring grooming schedule with Kanine Studio, a delay by Kanine Studio in responding to a scheduling enquiry will not, by itself, result in the Client losing their regular-client status or established grooming schedule.

Kanine Studio will make reasonable efforts to accommodate established regular clients within their usual grooming interval where scheduling permits.

Nothing in this clause constitutes a guarantee of any particular appointment date or time, and appointments remain subject to availability, operational requirements and these Terms & Conditions.

23.5 Client Responsibility

It remains the Client’s responsibility to provide accurate contact information, monitor communications from Kanine Studio and respond within any timeframe specified by Kanine Studio.

Kanine Studio will not be responsible for missed communications resulting from incorrect contact information, telecommunications failures, blocked messages, full voicemail or inbox services, or circumstances outside the reasonable control of Kanine Studio.

24. MATTING POLICY - HUMANITY BEFORE VANITY

24.1 Commitment to Animal Welfare

Kanine Studio's priority is always the health, comfort and welfare of the dog.

The Client acknowledges that severely matted coats can cause significant discomfort, pain, restricted movement, skin irritation, and may contribute to underlying health concerns.

Kanine Studio does not support prolonged or aggressive dematting procedures were doing so may cause unnecessary pain, distress or injury to the dog.

The welfare of the dog will always take priority over maintaining coat length or achieving a particular aesthetic result.

24.2 Assessment of Coat Condition

Upon arrival, Kanine Studio will assess the dog's coat condition and determine whether the requested grooming service can be safely performed.

The Client acknowledges that the final grooming outcome may differ from the requested style depending on:

- the condition of the coat;
- the presence of matting;
- the dog's tolerance;
- the dog's skin condition;
- the dog's behaviour;
- the risk associated with attempting the requested style.

24.3 Severe Matting and Clip Downs

Where a coat is severely matted, Kanine Studio may recommend removing the affected coat through clipping rather than attempting to brush or comb out the mats.

This decision is made to prevent unnecessary discomfort and distress to the dog.

The Client authorises Kanine Studio to recommend and discuss an alternative grooming approach where required for the dog's welfare.

If the Client does not consent to the recommended welfare-based grooming option, Kanine Studio may decline to proceed with the groom and the Client will be responsible for any applicable cancellation or appointment fees.

25.4 Risks Associated With Removing Severely Matted Coats

The Client acknowledges that removing severely matted coats may reveal or contribute to issues that were not visible before grooming, including but not limited to:

- redness;
- irritation;
- sensitivity;
- bruising;
- skin inflammation;
- pressure sores;
- wounds;
- scabs;
- fungal or bacterial concerns;
- parasites;
- previously hidden skin conditions.

The Client understands that these conditions may have existed before grooming and may only become visible once the coat has been removed.

Kanine Studio will take reasonable care when performing the service but cannot be responsible for pre-existing conditions discovered after removing a matted or neglected coat.

25.5 Post-Grooming Behaviour After Mat Removal

The Client acknowledges that after removing a severely matted coat, some dogs may experience temporary changes, including:

- increased scratching;
- rubbing;
- sensitivity;
- licking;
- discomfort from being exposed to air or touch;
- adjustment to the loss of coat weight.

The Client should monitor their dog after grooming and seek veterinary advice if they have concerns regarding the dog’s health or wellbeing.

26. GROOMING STYLE EXPECTATIONS AND LIMITATIONS

26.1 Individual Coat Limitations

The Client understands that grooming outcomes depend on many factors, including:

- breed characteristics;
- coat quality;
- previous grooming history;
- coat damage;
- matting;
- the dog's behaviour;
- the dog's ability to tolerate grooming.

Kanine Studio cannot guarantee an exact result based solely on photographs, previous grooms, breed expectations or requested styles.

26.2 Professional Grooming Advice

Kanine Studio reserves the right to recommend adjustments to a requested style where necessary to protect the dog's welfare or maintain a manageable coat.

The Client agrees that professional recommendations may differ from the requested outcome.

26.3 Breed Standard and Competition Styling

Where a Client requests breed-specific or competition-style grooming, the Client acknowledges that results may vary depending on:

- coat condition;
- maintenance history;
- genetics;
- lifestyle;
- the dog's cooperation.

Professional grooming advice will be provided; however, the final result may not always match expectations.

27. NAILS, EARS AND ADDITIONAL SERVICES

27.1 Nail Trimming (Included in all services)

The Client acknowledges that nail trimming involves risks including, but not limited to:

- cutting the quick;
- bleeding;
- sensitivity;
- discomfort.

Kanine Studio will take reasonable care when performing nail services.

27.2 Ear Care ($10 on top of grooming service)

The Client acknowledges that ear cleaning and other ear-related services are performed externally only unless otherwise agreed.

Kanine Studio does not diagnose or treat ear disease.

If signs of infection, irritation or abnormality are observed, the Client may be advised to seek veterinary assessment.

27.3 Anal Gland Services ($10 on top of grooming service)

Where offered, anal gland expression will only be performed where appropriate and within Kanine Studio’s professional scope.

Kanine Studio may recommend veterinary assessment where concerns are identified.

28. ACCIDENTS AND UNFORESEEN EVENTS

28.1 Acknowledgement of Risk

The Client acknowledges that grooming involves working with live animals and professional equipment, and despite reasonable care being taken, unforeseen incidents can occur.

Examples may include:

- minor skin irritation;
- accidental nicks or scratches;
- nail quicking;
- movement-related injuries;
- stress-related reactions;
- reactions associated with underlying health conditions.

28.2 Notification of Incidents

If an incident occurs during grooming, Kanine Studio will inform the Client as soon as reasonably practical.

Where appropriate, Kanine Studio may recommend veterinary assessment.

28.3 Veterinary Assessment Following Concerns

If the Client believes an injury or issue has occurred as a result of grooming, the Client should notify Kanine Studio promptly and seek appropriate veterinary advice.

Kanine Studio may request relevant veterinary documentation where a claim of injury or negligence is made.

This request does not remove or limit any rights available to the Client under Australian Consumer Law.

28.4 Responsibility for Pre-Existing Conditions

The Client acknowledges that Kanine Studio cannot be responsible for conditions that:

- existed before grooming;
- were unknown to Kanine Studio;
- were not disclosed by the Client;
- became apparent only after grooming due to removal of coat or routine handling.

PHOTOGRAPHY, PRIVACY, OWNER RESPONSIBILITIES, LIABILITY & COMPLAINTS

29. PHOTOGRAPHY AND MARKETING CONSENT

29.1 Photographs of Dogs

Kanine Studio may take photographs or videos of dogs before, during or after grooming for:

- grooming records;
- identification purposes;
- progress tracking;
- coat condition records;
- educational purposes;
- examples of grooming work.

Photographs may assist Kanine Studio in maintaining accurate records of services provided.

29.2 Use of Images for Business Promotion

Unless the Client advises otherwise, the Client consents to Kanine Studio using photographs or videos of their dog for reasonable business purposes, including:

- website content;
- social media platforms;
- advertising;
- promotional materials;
- educational content.

The Client may withdraw permission for future use of images by contacting Kanine Studio.

Withdrawal of consent will not require removal of content that has already been published where removal is not reasonably practical.

29.3 Client Privacy

Kanine Studio respects the privacy of Clients and will not intentionally publish personal information about Clients without permission.

Any personal information collected will be handled in accordance with applicable privacy obligations.

30. OWNER RESPONSIBILITIES

30.1 Accurate Information

The Client is responsible for ensuring all information provided to Kanine Studio is accurate, complete and current.

This includes information relating to:

- ownership;
- contact details;
- health;
- behaviour;
- medications;
- veterinary history;

- grooming requirements.

30.2 Responsibility for Grooming Maintenance

The Client acknowledges that maintaining a healthy coat requires ongoing care between professional grooming appointments.

The Client accepts responsibility for:

- following grooming recommendations;
- regular brushing and coat maintenance where applicable;
- maintaining a suitable grooming schedule;
- notifying Kanine Studio of changes affecting grooming.

30.3 Accessories Provided During Grooming

Kanine Studio may provide accessories such as bows, bandanas or other decorative items as part of the grooming experience.

The Client acknowledges that:

- decorative accessories may present a choking or ingestion risk;
- accessories should only be worn under appropriate supervision;
- Kanine Studio is not responsible for risks associated with unsupervised use of accessories after collection.

30.4 Collection of Dogs

The Client agrees to collect their dog at the agreed collection time or within the timeframe of 30 minutes provided by Kanine Studio.

Where a delay occurs, the Client should contact Kanine Studio as soon as possible.

Repeated late collections may result in future appointments being declined.

30.5 Arrival Requirements and Personal Belongings

For the safety of all dogs, clients and Kanine Studio, dogs must be brought into the salon **securely wearing a collar and lead** unless an alternative arrangement has been agreed with Kanine Studio prior to the appointment.

Dogs must not be carried into or allowed to enter the salon unsecured, as this may create a risk of escape, injury or disruption to other dogs receiving services.

The Client is responsible for ensuring that all collars, leads, harnesses and personal accessories are properly fitted and secure at drop-off.

Kanine Studio takes reasonable care when handling dogs; however, the Client acknowledges that collars, leads, harnesses and accessories are personal belongings and may become worn, damaged, misplaced or lost due to normal use, handling or the movement of the dog.

To the maximum extent permitted by law, Kanine Studio is not responsible for loss of, damage to, or replacement of any client-owned items including but not limited to:

- collars;
- leads;
- harnesses;
- tags;
- clothing;
- bows;
- accessories; or
- other personal belongings supplied with the dog.

The Client should remove any valuable, sentimental or unnecessary items before bringing their dog to an appointment.

31. LIABILITY AND AUSTRALIAN CONSUMER LAW

31.1 Consumer Rights

Kanine Studio provides services subject to the consumer guarantees and protections contained within the Australian Consumer Law.

Nothing in these Terms excludes, restricts or modifies any consumer guarantee, warranty, right or remedy that cannot legally be excluded.

31.2 Reasonable Care and Skill

Kanine Studio agrees to provide grooming services with reasonable care and skill consistent with professional grooming standards.

The Client acknowledges that grooming outcomes may be affected by factors outside the reasonable control of Kanine Studio, including:

- the dog’s behaviour;
- temperament;
- health;
- coat condition;
- previous grooming history;

- undisclosed conditions.

31.3 Limitation of Liability

To the maximum extent permitted by law, Kanine Studio's liability arising from the provision of services will be limited to the remedies available under applicable Australian Consumer Law.

Where permitted by law, Kanine Studio will not be responsible for loss or damage arising from circumstances outside its reasonable control, including but not limited to:

- pre-existing medical conditions;
- undisclosed health information;
- behavioural reactions;
- complications arising from age or illness;
- conditions discovered after grooming;
- risks associated with live animal handling.

31.4 No Guarantee of Specific Outcome

The Client acknowledges that Kanine Studio cannot guarantee:

- a specific haircut outcome;
- a dog's cooperation;
- a particular grooming style where welfare limitations apply;
- that a dog will not experience stress, discomfort or behavioural changes.

Kanine Studio will always use reasonable care and professional judgement when providing services.

32. OWNER INDEMNITY

32.1 Responsibility for Dog's Conduct

The Client remains responsible for their dog's behaviour and actions.

The Client agrees to indemnify Kanine Studio for reasonable loss, damage or expenses arising from:

- inaccurate information provided by the Client;
- undisclosed behavioural issues;
- undisclosed medical conditions;
- injury or damage caused by the Client's dog.

32.2 Scope of Indemnity

This indemnity does not apply to the extent that loss or damage arises from negligence, unlawful conduct, or breach of obligations by Kanine Studio.

33. COMPLAINTS AND FEEDBACK PROCEDURE

33.1 Commitment to Resolution

Kanine Studio values feedback and aims to resolve concerns professionally and fairly.

If the Client has concerns regarding a grooming service, they should contact Kanine Studio as soon as reasonably possible.

33.2 Grooming Adjustments

Where a Client is unhappy with the appearance of a completed groom, they should raise the concern at collection or within a reasonable timeframe within 24 hours.

Where appropriate, Kanine Studio may offer reasonable adjustments to address concerns.

Any adjustment will be assessed based on:

- the original grooming request;
- the dog's coat condition;
- welfare considerations;
- professional grooming limitations.

33.3 Veterinary Claims or Allegations

Where a Client alleges injury, negligence or damage arising from grooming, Kanine Studio may request relevant information, including veterinary documentation, to properly assess the concern.

This does not remove any rights available to the Client under Australian Consumer Law.

34. UNACCEPTABLE CONDUCT

34.1 Respectful Communication

Kanine Studio is committed to maintaining a safe and respectful environment.

Threatening, abusive, defamatory, discriminatory or harassing behaviour towards Kanine Studio, its staff, representatives or other clients will not be accepted.

34.2 Future Services

Where communication or conduct becomes unreasonable, unsafe or incompatible with the operation of Kanine Studio, the Business reserves the right to decline future bookings.

34.3 Online Reviews, Public Comments and Defamation

Kanine Studio values honest feedback and recognises that clients have the right to share their genuine experiences.

The Client agrees that any feedback, reviews, comments, posts or communications made about Kanine Studio, including on platforms such as Google, Facebook, social media or other online platforms, should be:

- truthful and based on the Client's genuine experience;
- accurate and not misleading;
- made in good faith;
- free from knowingly false statements or allegations.

The Client agrees not to publish, communicate or encourage others to publish statements that they know, or ought reasonably to know, are false, misleading, defamatory, malicious or intended to unfairly damage the reputation of Kanine Studio, its owner, employees, representatives or business operations.

Where a concern arises, the Client is encouraged to contact Kanine Studio directly and provide an opportunity for the matter to be reviewed and resolved before making public statements.

Kanine Studio reserves the right to respond to inaccurate, misleading or defamatory statements through appropriate channels and may take reasonable action to protect its reputation and business interests.

Nothing in this clause prevents a Client from exercising any rights available under Australian Consumer Law, including providing genuine feedback, raising concerns, or making lawful complaints.

34.4 Online Conduct and Harassment

The Client agrees that disputes or concerns should be communicated respectfully and directly with Kanine Studio where reasonably possible.

Public harassment, targeted online campaigns, repeated unwanted contact, threats, intimidation, or attempts to encourage others to make false or misleading complaints will not be tolerated.

Kanine Studio reserves the right to take appropriate steps to protect the safety, wellbeing and reputation of the Business.

FINAL LEGAL PROVISIONS, PAYMENTS, GOVERNING LAW & CLIENT ACCEPTANCE

35. OUTSTANDING PAYMENTS AND DEBT RECOVERY

35.1 Payment Obligations

The Client acknowledges that payment for Services provided by Kanine Studio is due in accordance with the payment terms communicated at the time of booking or prior to completion of the service.

The Client agrees that they remain responsible for all amounts properly owing for Services provided.

35.2 Failure to Pay

Where payment remains outstanding, Kanine Studio reserves the right to:

a) suspend or decline future appointments;

b) require payment in advance before accepting future bookings;

c) issue reminders or requests for payment;

d) take reasonable steps to recover unpaid amounts.

35.3 Recovery Costs

Where permitted by law, the Client may be responsible for reasonable costs incurred by Kanine Studio in recovering legitimately outstanding amounts.

This may include reasonable administrative costs, external collection costs or legal costs where applicable.

35. PAYMENT DISPUTES AND CHARGEBACKS

35.1 Attempt to Resolve Concerns First

If the Client believes a payment has been charged incorrectly or has concerns regarding Services provided, the Client agrees to contact Kanine Studio directly and provide an opportunity for the matter to be reviewed and resolved.

This does not restrict any rights available to the Client under Australian Consumer Law.

35.2 Unauthorised Chargebacks

Where a Client initiates a payment dispute, chargeback or reversal without first providing reasonable opportunity for Kanine Studio to address the concern, Kanine Studio reserves the right to provide relevant documentation to the payment provider, including:

- appointment records;
- booking confirmations;
- communication records;
- photographs;
- service records;
- these Terms and Conditions.

36. FORCE MAJEURE

36.1 Events Outside Reasonable Control

Kanine Studio will not be responsible for delays, cancellations or inability to provide Services where caused by circumstances beyond its reasonable control.

Such circumstances may include, but are not limited to:

- illness or injury;
- emergency situations;
- equipment failure;
- power outages;
- natural disasters;
- government restrictions;
- unforeseen safety concerns;
- circumstances affecting the welfare of the dog.

36.2 Rescheduling

Where a Force Majeure event occurs, Kanine Studio will make reasonable efforts to provide alternative arrangements where possible.

37. PRIVACY AND PERSONAL INFORMATION

37.1 Collection of Information

Kanine Studio may collect personal information necessary to provide Services, communicate with Clients and maintain accurate business records.

Information collected may include:

- Client name and contact details;
- emergency contact information;
- veterinary details;
- pet health and behavioural information;
- appointment history.

37.2 Use of Information

Information collected will only be used for legitimate business purposes, including:

- providing grooming services;
- communicating regarding appointments;
- maintaining records;
- improving customer service;
- meeting legal obligations.

Kanine Studio will take reasonable steps to protect Client information.

38. ELECTRONIC ACCEPTANCE

38.1 Digital Agreement

The Client acknowledges that acceptance of these Terms may occur electronically, including by:

- booking online;
- replying to appointment messages;
- confirming appointments;
- attending an appointment;

- requesting or accepting Services.

Electronic acceptance has the same effect as signing a physical copy of these Terms.

38.2 Ongoing Acceptance

These Terms apply to all future appointments unless replaced by updated Terms provided by Kanine Studio.

39. AMENDMENTS TO TERMS

39.1 Updates

Kanine Studio may amend these Terms from time to time to reflect:

- changes in business operations;
- industry standards;
- legal requirements;
- improvements to client processes.

Updated Terms will apply to future Services after being made available.

40. GOVERNING LAW AND JURISDICTION

40.1 Applicable Law

These Terms are governed by the laws of Western Australia.

The Client agrees that any dispute relating to these Terms or Services provided by Kanine Studio will be dealt with under the applicable laws and courts of Western Australia.

41. SEVERABILITY

41.1 Invalid Provisions

If any provision of these Terms is found to be invalid, unlawful or unenforceable, that provision will be modified or removed only to the extent necessary.

All remaining provisions will continue to operate.

42. ENTIRE AGREEMENT

42.1 Complete Understanding

These Terms, together with any written agreements, consent forms or policies provided by Kanine Studio, represent the entire agreement between Kanine Studio and the Client regarding the provision of Services.

They replace any previous discussions, representations or understandings relating to the Services unless otherwise agreed in writing.