

Pet Grooming Terms and Conditions

These Terms and Conditions ("Terms") govern the use of pet grooming services provided by LA POOCHES DOG GROOMING. By booking our grooming services, you ("Client", "you", "your") agree to abide by these Terms and Conditions and our Waiver & Release of Liability.

1. Services

We offer grooming services including but not limited to bathing, trimming, nail clipping, ear cleaning, and de shedding treatments. We reserve the right to modify or discontinue any service at our discretion.

2. Eligibility

By booking our services, you confirm that your pet is in good health, fully vaccinated, and does not have any contagious conditions. We reserve the right to refuse service if your pet is found to be unfit for grooming due to health or behavioral issues.

3. Grooming Process

While we strive to ensure the safety and comfort of your pet, grooming involves some inherent risks such as minor cuts, skin irritations, or stress. These risks are especially present in pets with matted coats, sensitive skin, or behavioral issues.

4. Matted Coats

If your pet's coat is matted, additional time and care will be required to groom them safely. We may need to shave matted areas to prevent discomfort or injury to the pet. In such cases, we will notify you, and you agree that we are not liable for any issues related to the matted coat, including nicks, cuts, or post-grooming irritation.

5. Aggressive Behavior

For the safety of our staff and other animals, we reserve the right to refuse or discontinue service if your pet exhibits aggressive behavior. We may also recommend seeking vet prescribed sedation before next grooming.

6. Pet Health & Vaccinations

All pets must be up-to-date with vaccinations before their grooming appointment. This is to ensure the safety of your pet as well as others in our care. If your pet has any medical conditions, you must disclose this information prior to the appointment.

7. Appointment and Cancellation Policy

- **Booking:** Grooming appointments must be booked in advance. We offer online, phone, and in-person booking options.
- **Cancellations:** You must provide at least 24 hours' notice to cancel or reschedule your appointment. Cancellations within 24 hours may incur a fee of up to 50% of the service cost.
- **Late Arrivals:** If you are more than 15 minutes late to your appointment, we may reschedule or cancel the appointment, and a late cancellation fee may apply.

8. Payment

Payment for services is due upon completion of the grooming session. We accept various forms of payment, including cash, credit/debit cards, mobile payments and afterpay. In the event of non-payment, we reserve the right to refuse future services.

9. Limitation of Liability

While we take every precaution to ensure the safety of your pet during grooming, we are not responsible for any injuries, illness, or pre-existing conditions that may be discovered or exacerbated during the grooming process. You agree to release LA POOCHES from any claims related to the grooming of your pet.

10. Owner Responsibility

You remain responsible for your pet's behavior and any damages your pet may cause during the grooming session. This includes injury to staff, other animals, or damage to property. At all times owners must keep their dog on a lead, transporting to and from salon.

11. Emergency Medical Care

In the event that your pet requires immediate medical attention during or after grooming, we will make every effort to contact you. If we cannot reach you, we will seek veterinary care at BALLINA COAST VETS. You agree to bear all costs associated with such care.

12. Photography and Media

We may take photographs of your pet during or after the grooming session for promotional purposes. By using our services, you consent to the use of your pet's images in our marketing materials and on social media. You may opt out of this by notifying us prior to your appointment.

13. Changes to Terms

We reserve the right to modify these Terms and Conditions at any time. Continued use of our services following any changes constitutes your acceptance of the updated Terms.

14. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of NSW AUSTRALIA.

15. Contact Us

For any questions or concerns regarding these Terms and Conditions, please contact us at lapooches@hotmail.com or 0459148003

Pet Grooming Waiver & Release of Liability

By enrolling my pet in grooming services at La Pooches Dog Grooming, I acknowledge and agree to the following:

1. **Health & Vaccinations:** I confirm that my pet is in good health and up to date with all necessary vaccinations. I understand that grooming may expose health conditions not visible prior to the session.
 2. **Matted Coats & Grooming Risks:** I understand that matted coats may require additional care, which could result in nicks or irritation. I accept any potential risks associated with removing mats or tangles and release La Pooches Dog Grooming from any claims.
 3. **Behavioral Issues:** I confirm that my pet does not display aggressive behavior. I acknowledge that if my pet behaves aggressively, La Pooches Dog Grooming reserves the right to stop the session and I will be responsible for any resulting fees.
 4. **Injury or Illness:** While all reasonable care is taken, I understand that grooming may result in minor nicks or stress-related conditions. I release La Pooches Dog Grooming from liability for any injury, illness, or stress experienced by my pet during or after the session.
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