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SECTION 1

Acceptance of Terms

By booking a grooming appointment with Total Paws Dog Grooming ("Total Paws", "we", "us", or "our"), you ("the Client") agree to be bound by these Terms and Conditions in full. These terms apply to all grooming services provided by Total Paws, whether delivered at our premises (in-house) or at your location (mobile grooming) across Murray Bridge and surrounding areas.

If you do not agree with any part of these terms, please do not proceed with a booking. We reserve the right to update these terms at any time; continued use of our services constitutes acceptance of the current version.

SECTION 2

Services & Pricing

Total Paws offers the following professional grooming services:

- **Full Groom** — A full pamper session including warm hydrobath, blow dry, clip or trim, ear clean, and nail trim.
- **Wash & Dry** — A thorough wash, blow dry, and coat tidy. Perfect for freshening up between full grooms.
- **Wash & Tidy** — A maintenance option including bathing, drying, face, feet, and hygiene tidy.
- **Puppy Intro Groom** — A gentle first grooming experience designed to build confidence and make puppies feel comfortable.

Pricing is based on your dog's size, coat type, and condition. A **\$10 mobile call-out fee** applies to all mobile appointments.

SIZE	WEIGHT	FULL GROOM	WASH & TIDY	WASH & DRY
Small	Up to 10 kg	From \$90 60 min	From \$80 60 min	From \$40 30 min

SIZE	WEIGHT	FULL GROOM	WASH & TIDY	WASH & DRY
Medium	10–20 kg	From \$110 90 min	From \$100 90 min	From \$50 45 min
Large	20–35 kg	From \$125 120 min	From \$105 120 min	From \$60 60 min
Extra Large (XL)	35 kg+	From \$150 120 min	From \$140 120 min	From \$80 60 min
Puppy Intro Groom	All sizes	From \$60 (+ \$10 mobile call-out fee where applicable)		

All prices are starting prices ('from'). Final pricing may vary based on coat condition, matting severity, behaviour, or special handling requirements. Any price variation will be communicated before additional work proceeds.

SECTION 3

Booking & Cancellation Policy

Appointments can be booked online at totalpaws.com.au, by phone on **0478 891 073**, or by email at contact@totalpaws.com.au. Bookings are accepted Monday to Friday, 8:00am – 5:00pm.

Cancellations must be made with a minimum of 24 hours notice. Late cancellations or no-shows may incur a fee of up to 50% of the booked service value.

CANCELLATION NOTICE	LATE CANCELLATION FEE	NO-SHOW FEE	RESCHEDULING
24 hours minimum	Up to 50% of service	Full appointment fee	Free with 24 hrs notice

Total Paws reserves the right to cancel or reschedule appointments due to illness, equipment failure, or circumstances beyond our control. Clients will be notified as early as possible and offered an alternative appointment at no extra charge.

SECTION 4

Payment Policy

Payment is due in full upon completion of services. We accept cash, card, and electronic bank transfer. All prices are in Australian Dollars (AUD) and include GST where applicable.

- All quoted prices are starting prices ("from"). Final cost is confirmed on the day based on coat condition, size, and any additional services required.
- Mobile appointments include a \$10 call-out fee in addition to the base service price.
- Any variation from the original quote will be communicated to the client before additional work proceeds.
- Returned or failed payments may incur an administration fee of \$15.
- Outstanding invoices unpaid after 14 days may be referred to a collections process.

SECTION 5

Health & Vaccination Requirements

Important: All dogs must be up to date with core vaccinations (C5, including kennel cough / Bordetella) before attending a grooming appointment. Proof of vaccination may be requested.

- Dogs showing signs of contagious illness (e.g. kennel cough, ringworm, mange, or active flea infestation) will not be groomed. The appointment will be rescheduled and a cancellation fee may apply.
- Clients must disclose any known health conditions, allergies, skin sensitivities, or recent veterinary treatment prior to the appointment.
- Senior dogs (8+ years) or dogs with known health conditions may require veterinary clearance at our discretion.
- If a dog appears unwell during a groom, Total Paws reserves the right to stop the session and contact the owner. Emergency veterinary costs are the client's responsibility.
- Puppies must have completed their initial vaccination course. For Puppy Intro Grooms, please advise vaccination status at the time of booking.

SECTION 6

Pet Behaviour Policy

The safety of our groomers and your pet is our top priority. Please disclose any known history of aggression, anxiety, biting, or relevant behavioural traits at the time of booking.

- If a dog displays aggressive behaviour posing a risk to the groomer or themselves, we reserve the right to stop the groom and return the dog to the owner. The full appointment fee will still apply.
- We use positive, low-stress handling methods at all times. We do not use sedatives. If sedation is required, it must be administered by a licensed veterinarian prior to the appointment.
- A handling surcharge may apply for dogs requiring additional time, care, or a second handler.
- For Puppy Intro Grooms, sessions may be shortened if the puppy shows significant distress — always done in the puppy's best interest.
- Dogs with a prior history of biting a groomer must be disclosed at booking. We reserve the right to decline service.

SECTION 7

Liability & Risk

While Total Paws takes every precaution to ensure the safety and comfort of your pet, grooming is not without inherent risk. By booking with us, you acknowledge and accept the following:

- Matted coats may conceal pre-existing skin conditions, sores, or parasites only discovered upon removal. Total Paws is not liable for conditions uncovered during dematting.
- Dematting may cause temporary skin irritation. In severe cases, the coat may need to be clipped short for humane reasons. Additional dematting fees may apply.
- Senior dogs or dogs with undisclosed health conditions may be at elevated risk. Total Paws is not liable for adverse reactions related to undisclosed pre-existing conditions.
- Total Paws carries public liability insurance. We are not responsible for pre-existing conditions, injuries caused by the dog's own behaviour, or circumstances outside our control.
- In the event of a grooming emergency, Total Paws will seek veterinary assistance. The client agrees to be responsible for all associated veterinary costs.

Clients are responsible for providing accurate and complete disclosure of their dog's health history, temperament, and any previous grooming issues prior to each appointment.

SECTION 8

Mobile Grooming — Specific Terms

Mobile grooming is performed in our fully equipped grooming van at your nominated location across Murray Bridge and surrounding areas. A **\$10 call-out fee** applies to all mobile appointments.

- **Access:** The client must ensure a safe, accessible parking space with a minimum of 1–2 metres clearance on all sides.
- **Self-sufficient van:** Our mobile unit carries its own water and power supply. No connection to your property utilities is required.
- **Pet handover:** A responsible adult (18+) must be present to hand over and receive the dog at the time of the appointment.
- **Arrival window:** A 30-minute arrival window applies. We will notify you of significant delays.
- **Service area:** Available across Murray Bridge and surrounds. Additional travel fees may apply for locations outside our standard area.
- **Parking infringements:** Total Paws is not responsible for parking infringements incurred at client-nominated locations.
- **Extreme weather:** We reserve the right to postpone mobile appointments during extreme heat, severe storms, or unsafe conditions. Clients will be rescheduled at no charge.

SECTION 9

In-House Grooming — Specific Terms

In-house grooming takes place at our grooming salon in Murray Bridge. The following additional terms apply:

- **Hours:** In-house appointments are available Monday to Friday, 8:00am – 5:00pm.
- **Drop-off & pick-up:** Please arrive on time. Late arrivals may result in a shortened groom or rescheduling. Collect your dog within 30 minutes of the completion notification.
- **Late pick-up fee:** A holding fee of \$10 per hour may apply if your dog is not collected within 1 hour of the completion notification.
- **Other animals:** Our salon may have other dogs present. Aggression or reactivity must be disclosed at booking.
- **Personal items:** Please do not bring dog beds, blankets, or excess accessories. Total Paws is not responsible for personal items left at the salon.
- **Waiting on premises:** We ask that owners do not wait at the salon during the groom unless specifically requested by staff.
- **CCTV:** Our salon operates CCTV for the safety and wellbeing of all animals and staff.

SECTION 10

Grooming Results & Coat Condition

We aim to deliver the best possible result for every dog. However, the final outcome depends on coat condition, grooming history, and the dog's cooperation on the day.

- Style requests will be taken into account, but results may vary based on coat type, condition, and breed characteristics.
- Severely matted coats will be humanely clipped rather than dematted if dematting would cause undue stress or pain. Additional dematting fees may apply.
- We are not responsible for style outcomes when coat condition prevents the requested finish from being achieved safely.
- If you are unsatisfied with the result, please raise your concern at collection or contact us within 48 hours. Valid concerns will be considered for a complimentary adjustment groom.

SECTION 11

Photography & Social Media

Total Paws may photograph or film your dog before, during, or after grooming for marketing, social media, and portfolio purposes. By booking with us, you consent to this use unless you notify us in writing otherwise.

- Photos and videos will not include identifying information about the client or their home address.
- You may request removal of previously published images at any time by contacting contact@totalpaws.com.au.
- Clients who tag Total Paws in social media posts consent to those images being reshared on our platforms.

SECTION 12

Privacy & Data

Total Paws collects personal information for the purposes of delivering grooming services and managing appointments. We comply with the Australian Privacy Act 1988 and applicable Australian Privacy Principles.

- Your data is stored securely and will not be sold or shared with third parties except as required by law or to deliver our services.
- You may request access to or correction of your personal information at any time by contacting contact@totalpaws.com.au.
- We may send appointment reminders and service updates via SMS or email. You may opt out at any time.

SECTION 13

Disputes & Governing Law

In the event of a dispute, please contact us directly at contact@totalpaws.com.au or 0478 891 073 so we can seek a fair resolution in good faith.

- If unresolved, the matter may be referred to Consumer Affairs South Australia.
- These Terms and Conditions are governed by the laws of South Australia, Australia.
- Any legal proceedings shall be conducted in the courts of South Australia.
- Nothing in these terms limits your rights under the Australian Consumer Law.

SECTION 14

Contact Us

We're here to help. Get in touch during business hours:

Business

Total Paws Dog Grooming

Location	Murray Bridge & Surrounds, South Australia
Phone	0478 891 073
Email	contact@totalpaws.com.au
Website	totalpaws.com.au
Hours	Monday – Friday, 8:00am – 5:00pm

AGREEMENT

Client Acknowledgement

By proceeding with a booking at Total Paws Dog Grooming — whether online at totalpaws.com.au, by phone on 0478 891 073, or by email at contact@totalpaws.com.au — you confirm that you have read, understood, and agree to these Terms and Conditions, and that you are the legal owner or authorised carer of the dog(s) presented for grooming.

<input type="text"/>	<input type="text"/>	<input type="text"/>
Client Signature & Date	Dog's Name(s) & Breed	Owner Contact Number