

BUBBLES DOG SPA & GROOM - TERMS & CONDITIONS

This form provides you, the customer, with a clear understanding of your responsibilities and ours' when you engage Bubbles Dog Spa & Groom to groom your dog/s.

It is designed to protect your dog/s, our staff and the business owner and business reputation.

THE INITIAL ESTIMATE of your dog's groom may differ from the final cost of which will be determined by their:

- *Weight*
- *Coat Condition*
- *COAT length, thickness and or Style*
- *Behaviour*
- *Age*
- *or if they require a second wash and dry*

The groomer will weigh the dog and add extra time should your dog require a pre-clip; matting shave; use of a muzzle or a sling to manage their groom.

- *I agree that the estimate prior to grooming my dog may change due to the above factors having to be determined by the groomer.*
- *I agree that the groomer may add extra charges to the weight base rate should my dog's coat be: overgrown; matted; compacted or have thick undercoat.*
- *I agree that the groomer will add a muzzle or sling fee should my dog bite, scratch or wriggle in order to complete the groom.*

PLEASE NOTE: All Groomers employed at this Salon are at least four years trained. All trainees are supervised by a Senior Groomer. We do everything possible to make sure your dog's time with us is as pleasant as possible.

CUTS AND GRAZES:

Occur during grooming because groomers use sharp tools and dogs move unpredictably. Utmost care and caution will always be taken, but cuts, scratches, nicks and grazes happen for which BUBBLES DOG SPA & GROOM will not be responsible unless the Salon owner deems the groomer and ergo the Salon is solely responsible for an injury. In this situation the Salon's preferred vet will be used.

ZOONOTIC DISEASES

In Tasmania, dogs require core vaccinations against Parvovirus, Distemper, and Hepatitis (known as C3), as well as Canine Cough (C5) if they socialise or attend our salon.

- *I agree that my puppy/s has had their first dose at 6–8 weeks, followed by a second at 12–14 weeks, and a final booster at 16–18 weeks.*
- *I agree my adult dog has had their KENNEL COUGH VACCINATION within the last 12 months*
- *I agree my adult dog has had their PARVOVIRUS, DISTEMPER and HEPATITIS vaccination within the last 3 years.*

MATTED COATS:

The groomer, ergo the Salon will not be responsible for any after-grooming effects of de-matting, clipping, or brushing procedures, or problems uncovered on a badly matted or otherwise neglected coat including, but not limited to skin redness, itchiness, or self-inflicted irritations from excessive external scratching or rubbing. Time and costs associated with de-matting are unpredictable. The coat must be shaved off underneath the matted layer very carefully before bathing.

If you do not notify us that your dog is matted when making your appointment we have the right to refuse your dog or do as much as possible during the time allocated and provide a follow up appointment to complete your dog's groom.

- *I agree to inform the salon when making an appointment that my dog is matted .*
- *I Agree to pay extra for removing knots and matts. Whether my dog is matted is at the sole discretion of the groomer.*
- *I agree to book another appointment if the groomer needs more time because i did not notified them how matted my dog is.*

TERMS & CONDITIONS continued

GROOMING DOGS WITH PRE-EXISTING MEDICAL CONDITIONS:

Underlying medical issues or senior ill-health can increase the chance of a serious medical event while being groomed. It is the owner's responsibility to inform the salon of any changes to their dog's health, medication and/or behaviour, so the groomer can handle appropriately and if necessary cease grooming if they observe unusual behaviour and/or physical symptoms. The owner will be contacted or the groomer will respond with first aid and/take your dog to their vet. The groom charge will be discretionary.

- I agree to release the salon from any liability for my geriatric dog who may have an underlying medical condition should a problem/medical issue occur.
- I assume full responsibility for all medical bills related to my dog should an emergency arise whilst in the care of BUBBLES DOG SPA & GROOM and give permission for them to seek veterinary care of their choice,

DIFFICULT DOGS:

Often move constantly, bite or slump can hurt the groomers' hands and will need to be given enough anti-anxiety medication to improve their behaviour and the comfort of their groom. All owners must inform the salon if their dog has dementia and bites or has a history of biting another animal or person.

- I agree to inform the salon when I make an appointment that my dog has behavioural issues and pay for damages in the event of an injury caused to a groomer (doctor), another dog (veterinarian) or our equipment.

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SECURING YOUR APPOINTMENT

Customers will be required to use their credit card when booking or leave a 50% deposit to secure the appointment. This allows the salon to reserve your time exclusively and helps protect the schedule from last-minute cancellations or no-shows. The deposit goes toward the total cost of your service, with the remaining balance due at your appointment.

- I understand and accept that I am required to pay a booking deposit when I book my dog in and that this can be rolled over to the next session I book or prepaid each time I make a booking.

48 HOURS NOTICE is required to CANCEL, RESCHEDULE or CHANGE THE TYPE OF GROOM required because LAST MINUTE changes to the day of the appointment cause the salon to lose income for that appointment as well as wages and time spent finding replacement dogs.

Our Company Policy requires that:

- 1) Should a client NO SHOW they will automatically lose their 50% deposit unless they can prove an unexpected circumstance has caused this.
 - 2) Should a client RESCHEDULE later than 48 hours they will be advised that they will lose their 50% deposit unless they can prove unexpected circumstances.
 - 3) Should a client ask for a LESSER SERVICE when they attend their booking they will be unable to change the service as they have had time to think about it.
- I agree to notify the salon NO LESS THAN 48 HOURS before the booked appointment if I wish to change anything regarding the appointment or the groom.

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DROP OFF AND PICK UP:

Late arrivals stress the groomers and make other peoples' dogs late also. This increases the chance of accidents and injury. Late pick up can also be very stressful for the dog as well as overload our dog housing while they wait to be picked up. Unless there are extenuating circumstances,

Company Policy requires that:

- 1) LATE CLIENTS be charged from the time of their appointment at the rate of whatever service they are having.
- 2) DOGS NOT PICKED UP WITHIN HALF AN HOUR will be charged \$10 per hour from the time of their "ready for pick up text"

RIGHT TO REFUSE: to groom any pet in an unsatisfactory state, including, but not limited to, behavioural issues, fleas, ticks, other parasites, kennel cough or other contagious diseases

I hereby confirm that I understand and agree with these terms and conditions.

