

Live Love Bark

Professional Canine Care

Service Terms & Conditions

Version 1.0

1. Introduction

Welcome to Live Love Bark.

Our goal is to provide professional, compassionate canine care in a calm, safe and respectful environment for every dog and their family.

By booking any grooming, training or canine care service with Live Love Bark, you acknowledge that you have read, understood and agree to these Terms & Conditions.

These Terms apply to all services provided by Live Love Bark unless otherwise stated in writing.

2. Bookings

Appointments may be booked online, by phone, email or in person.

Appointment times are reserved exclusively for your dog.

Please arrive on time for your appointment. Late arrivals may reduce the time available for your service or require the appointment to be rescheduled.

3. Cancellation & Rescheduling

As a single-groomer practice, appointment times are limited and reserved specifically for each client.

A minimum of **48 hours' notice** is required to cancel or reschedule an appointment.

Appointments cancelled with less than 48 hours' notice may incur a cancellation fee of up to **100% of the scheduled service value**.

Failure to attend an appointment without notice ("No Show") may also incur the full appointment fee.

Repeated late cancellations or missed appointments may result in future bookings requiring payment in advance or being declined.

4. Health Requirements

Owners agree that their dog is fit to attend their appointment.

Owners must advise Live Love Bark of any:

- illness

- injury
- recent surgery
- allergies
- medications
- mobility concerns
- behavioural changes
- contagious conditions

before the appointment begins.

For the safety of all dogs, Live Love Bark reserves the right to refuse or postpone any appointment where a dog's health may place itself, other dogs or staff at unnecessary risk.

5. Behaviour

Owners acknowledge that dogs are living animals and behaviour can change unexpectedly.

While every reasonable effort is made to create a calm, low-stress environment, dogs may become anxious, fearful, reactive or unpredictable during handling.

Owners agree to disclose any previous history of:

- aggression
- biting
- handling sensitivity
- anxiety
- restraint difficulties
- grooming-related stress

before the appointment.

Failure to disclose known behavioural concerns may affect future appointments.

6. Grooming Services

Every grooming appointment is tailored to the individual dog.

The groom provided will depend upon:

- coat condition
- temperament
- welfare

- owner instructions
- time allocated

Where a requested style is not appropriate for the dog's welfare, Live Love Bark will recommend an alternative that prioritises the dog's comfort and wellbeing.

7. Coat Condition & Matting

Owners are responsible for maintaining their dog's coat between appointments.

Where significant matting is present, Live Love Bark may recommend clipping the coat shorter than requested to prevent pain, injury or unnecessary stress.

Dematting may not always be in the dog's best interests.

Owners acknowledge that severe matting can conceal:

- skin irritation
- bruising
- wounds
- parasites
- moisture damage
- pressure sores

These conditions may only become visible once the coat has been removed.

Additional charges may apply where excessive coat preparation or dematting is required.

8. Veterinary Emergencies

If a medical emergency occurs during an appointment, Live Love Bark will make reasonable attempts to contact the owner immediately.

Where immediate veterinary treatment is considered necessary to protect the dog's welfare, Live Love Bark may seek veterinary assistance without prior approval if the owner cannot be contacted.

Any veterinary costs remain the responsibility of the owner.

9. Payment

Payment is due upon completion of the appointment unless alternative arrangements have been made.

Outstanding accounts may result in future appointments being declined.

10. Photography

Live Love Bark may photograph dogs for grooming records, educational purposes or social media.

Owners who do not wish their dog to appear in photographs should advise us before the appointment.

11. Limitation of Liability

Live Love Bark will exercise reasonable skill, care and professional judgement during every appointment.

Owners acknowledge that grooming, handling and training involve inherent risks associated with working with live animals.

Live Love Bark is not responsible for injuries or damage arising from:

- undisclosed medical conditions
- undisclosed behavioural issues
- pre-existing injuries or illnesses
- the natural behaviour of the dog despite reasonable handling
- conditions hidden beneath heavily matted coats that become apparent following grooming

Nothing within these Terms excludes or limits any rights or guarantees that cannot legally be excluded under Australian Consumer Law.

12. Acceptance

By booking a service with Live Love Bark, the owner confirms that they have read and accepted these Terms & Conditions.