

Terms of Service - Grooming

1. General Conditions of Service

Pets are accepted for grooming under the following conditions:

Health & Safety

All pets must be fit and healthy at the time of grooming. Grooming of elderly, anxious, aggressive, or infirm pets is performed at the owner's risk. McKinnon's Dogwash and Grooming is not liable for grooming-related stress, injury resulting from pre-existing conditions, or the discovery of underlying health, skin, or behavioural issues during or after the grooming process.

Vaccinations & Health Status

Pets should be up to date with vaccinations or otherwise be in good general health. If your pet is not vaccinated, this must be disclosed prior to the appointment so alternative arrangements can be discussed and agreed upon.

Right to Refuse or Cease Grooming

For the safety of the pet and groomer, McKinnon's reserves the right to refuse, modify, or stop a grooming service at any time if a pet is deemed too stressed, aggressive, or unsafe to continue. Partial services may still be charged.

Emergency Veterinary Care

In the event of an emergency where the owner cannot be contacted, you authorise McKinnon's Dogwash and Grooming to seek veterinary treatment at the nearest clinic. All veterinary and associated costs remain the responsibility of the owner.

2. Grooming Services & Pricing

Pricing Structure

Prices are based on breed, size, coat condition, behaviour, and services required. Final pricing may vary if additional time, handling, or safety measures are required.

Included Services

Standard grooming includes nail trimming and ear cleaning unless these procedures are deemed unsafe or excessively stressful for the pet or groomer.

Services Not Provided

McKinnon's Dogwash and Grooming does not perform anal gland expression. This procedure must be carried out by a licensed veterinarian.

Matting Policy

Severe matting may require de-matting or full coat removal, which may significantly alter the pet's appearance and can reveal underlying skin or health conditions. A Matted Dog Waiver must be signed prior to any de-matting service. Owners acknowledge that de-matting may cause discomfort and that coat removal may be the most humane option. Please view our Matted Dog Waiver for more information.

3. Payments & Fees

Payment Terms

Full payment is required on the day of service. We accept cash and credit card payments.

Late or Failed Payments

Failure to pay on the day of service may result in late payment fees and/or cancellation of future bookings.

Invoicing

If invoicing is required, this must be arranged in advance by speaking with a staff member and completing an Invoicing Management Agreement.

4. Complaints & Corrections

If you are dissatisfied with any aspect of the grooming service, or notice an issue after your appointment, you must notify us within 48 hours.

For groom-quality concerns, Mel and James will personally offer a complimentary correction, where appropriate.

5. Appointments, Cancellations & No-Shows

Cancellations & Rescheduling

- A minimum of 24 hours' notice is required to cancel or reschedule an appointment without charge.
- Appointments cancelled with less than 24 hours' notice may be charged the full grooming fee.
- In cases of emergencies or unforeseen circumstances, cancellation fees may be waived at the groomer's discretion.
- McKinnon's reserves the right to cancel or reschedule appointments when necessary. Every effort will be made to offer an alternative appointment time.

No-Shows

A no-show is defined as a client failing to attend their scheduled appointment without adequate notice.

No-shows may be charged the full grooming fee due to lost appointment time. Repeated no-shows may result in refusal of future bookings.

6. Appointment Day & Pickup Policy

McKinnon's Dogwash and Grooming specialises in dogs with anxiety, aggression, and behavioural challenges. Grooming duration can vary.

- Appointment times are scheduled start times, not guaranteed finish times.
- Owners will be notified when grooming is complete.
- Dogs must be collected within a reasonable timeframe following completion of the service.

Holding Fee

If your dog is not collected within a reasonable period after you have been notified that grooming is complete, your dog may be transferred to our daycare program. The applicable daycare fee will be charged based on the length of time your dog remains in our care:

- **Half-Day Daycare Fee** – applies where your dog remains with us for up to a half day after grooming.
- **Full-Day Daycare Fee** – applies where your dog remains with us for a full day or where the collection time exceeds the half-day threshold.

These charges cover the additional supervision, care, staffing, and facilities required to safely accommodate your dog after their grooming appointment. All applicable daycare fees must be paid before your pet is released.

7. Photography & Marketing Consent

By using our services, you consent to McKinnon's Dogwash and Grooming taking photographs or videos of your pet for business, educational, and promotional purposes, including use on social media, website, and advertising materials. If you do not wish for your pet's images to be used, you must notify us in writing or verbally prior to the appointment. We will respect all opt-out requests.

8. Communication

All bookings, cancellations, and enquiries must be made via our business phone line:

 **0434 892 844**

For current pricing and services, please visit:

 **www.mckinnonsdogwashandgrooming.com**

9. Client Acknowledgement

By booking and/or signing below, you acknowledge that you have read, understood, and agree to these Terms of Service and consent to grooming services being provided under these conditions.