

## Sunshine Coast Pet Grooming Terms & Conditions

22 Rene Street, Noosaville

By booking an appointment with Sunshine Coast Pet Grooming, you acknowledge that you have read, understood, and agreed to the following terms and conditions.

### Appointments & Cancellations

We understand that plans can change. However, due to the nature of appointment-based services, cancellations made within 24 hours of a scheduled appointment will incur 100% of the booked service fee.

Clients who fail to attend their appointment without notice (no-show) will be charged 100% of the booked service fee.

If a client has not arrived within 15 minutes of their scheduled appointment time and has not communicated with the salon, the appointment may be cancelled and treated as a no-show. The full service fee will apply. Clients may then reschedule subject to availability.

### Arrival & Collection

For the safety of all pets, clients, and staff, all dogs must enter and leave the salon on a secure leash. Cats and small animals must be transported in an appropriate carrier.

We ask that clients arrive on time for their appointment. Late arrivals may result in a reduced service, additional fees, or the appointment being rescheduled.

Dogs should be collected promptly once the owner has been notified that grooming is complete.

A complimentary collection period of 30 minutes is provided from the time notification is sent. After this period, an Extended Stay Fee of \$25 per 30-minute period (or part thereof) will apply.

Our salon operates on a scheduled appointment system and is not staffed to provide extended daycare services. Repeated late collections may result in future bookings being declined or requiring prepayment.

### Health & Welfare

The welfare of every animal is our highest priority.

We reserve the right to refuse, modify, or terminate any grooming service if a pet becomes excessively stressed, distressed, aggressive, unwell, elderly and unable to safely continue, or if continuing the service would compromise the safety of the pet or our team.

Where a groom cannot be completed for welfare or safety reasons, charges may still apply for work already completed.

Owners must disclose any medical conditions, behavioural concerns, injuries, allergies, medications, mobility issues, or previous grooming incidents prior to their appointment.

If a pet becomes ill, injured, or requires urgent veterinary attention during their visit, we reserve the right to seek veterinary treatment. All associated veterinary costs remain the responsibility of the owner.

### Behaviour & Aggression

Aggressive, dangerous, or highly reactive dogs may be refused service at the discretion of management.

If additional handling, staffing, equipment, or time is required due to behavioural concerns, an additional handling fee may apply. From \$30

Repeated aggressive behaviour may result in future appointments being declined.

### Matting Policy

Matting can cause significant discomfort, skin irritation, bruising, infections, restricted circulation, and other welfare concerns.

Where matting is present, we will always prioritise the comfort and welfare of the dog over maintaining coat length.

Severely matted coats may require clipping shorter than the owner's preferred style. Additional charges will apply based on the severity of the matting, additional time required, equipment wear, and increased risk involved. From \$35

While every care is taken, owners acknowledge that removal of severe matting may reveal or contribute to pre-existing skin irritation, redness, sores, haematomas, skin folds, or other underlying conditions that were not visible prior to grooming.

### Flea & Parasite Policy

Pets found to have fleas, ticks, or other parasites may incur an additional treatment and sanitation fee. From \$20

If an infestation presents a risk to other pets or the salon environment, the appointment may be modified or terminated.

### Hygiene & Faeces Fee

If a pet arrives excessively soiled, heavily contaminated with urine or faeces, or requires extensive additional cleaning beyond the booked service, an additional hygiene fee may apply. From \$35

This fee covers the additional labour, products, sanitation requirements, and scheduling impact caused by excessive cleaning.

### Pricing & Additional Charges

All prices are inclusive of GST.

Prices listed are starting prices only and may vary depending on coat condition, coat length, behaviour, size, time required, styling requests, and overall maintenance level.

Clients are encouraged to carefully review our pricing guide and service descriptions before booking.

\*Please note that #4 blade clips, #3 blade clips, and comb clip styles require substantially more coat preparation, scissoring, and finishing work than shorter utility clips and therefore attract an additional surcharge.

### Respectful Conduct Policy

We are committed to providing a positive, safe, and respectful environment for our team and clients.

Abusive, threatening, aggressive, discriminatory, intimidating, or inappropriate behaviour towards staff, management, contractors, or other clients will not be tolerated under any circumstances.

We reserve the right to immediately terminate services, refuse future bookings, and end the client relationship without notice if such behaviour occurs.

### Photography & Social Media

From time to time, photographs or videos may be taken of pets for training, educational, marketing, or social media purposes.

If you do not wish your pet to appear in marketing materials, please advise the salon in writing prior to your appointment.

## Vaccination & Illness Policy

Dogs displaying signs of contagious illness, including but not limited to vomiting, diarrhoea, kennel cough, respiratory symptoms, skin infections, parasites, or other infectious conditions must not attend their appointment.

Sunshine Coast Pet Grooming reserves the right to refuse entry or terminate an appointment if a pet presents with signs of illness that may place other pets, staff, or clients at risk.

## Right to Refuse Future Service

Sunshine Coast Pet Grooming reserves the right to refuse, decline, suspend, or discontinue services to any client or pet at its sole discretion.

This may include, but is not limited to, situations involving safety concerns, aggressive behaviour, repeated late arrivals, repeated late collections, non-payment, excessive cancellations, abuse towards staff, failure to comply with salon policies, unreasonable demands, or circumstances that compromise the welfare of pets, staff, or the business.

Where the client relationship is terminated, Sunshine Coast Pet Grooming is under no obligation to provide future appointments or services.

## Senior Pets & Medical Conditions

Senior pets, pets with medical conditions, and pets with mobility concerns are groomed at the owner's risk.

While every care is taken, grooming can be physically demanding and may place additional stress on elderly or medically compromised pets. Sunshine Coast Pet Grooming accepts no responsibility for the aggravation of pre-existing conditions that may arise during or following the grooming process.

Owners are responsible for disclosing all known medical conditions, injuries, medications, and mobility concerns prior to their appointment.

## Coat Condition Disclaimer

The final result of a groom is dependent on the condition of the coat presented at the time of the appointment.

Sunshine Coast Pet Grooming cannot guarantee a specific style, length, or finish where matting, coat damage, behavioural concerns, coat condition, or welfare considerations affect the grooming process.

The comfort, safety, and welfare of the dog will always take priority over cosmetic appearance.

### Satisfaction & Re-Groom Policy.

If you are dissatisfied with any aspect of your pet's groom, you must notify Sunshine Coast Pet Grooming within 48 hours of the appointment.

We will assess the concern and, where appropriate, offer a reasonable adjustment or touch-up. Refunds will not be provided for grooming services that have already been completed.

Clients who arrange grooming corrections through another salon without first providing Sunshine Coast Pet Grooming the opportunity to assess the concern will not be eligible for reimbursement.

### Acceptance

By booking an appointment with Sunshine Coast Pet Grooming, you acknowledge that you have read and accepted these Terms & Conditions and agree to be bound by them.