



Dog Grooming - Terms and Conditions

1 General Terms

- i. These Terms and Conditions apply to all grooming services provided by OscarBetty Pty Ltd, trading as Grooming by Barkley Park, located at 12 Glentanna Street, Kedron, QLD ("Barkley Park").
- ii. By booking or attending a grooming service at Barkley Park, the Owner agrees to comply with these Terms and Conditions.
- iii. These Terms form a legally binding contract between Barkley Park and the Owner.

2 Requirements for Grooming

- i. All dogs must present with a properly fitted collar or harness on arrival.
- ii. Dogs must wear a pet ID tag containing their name and the Owner's surname.
- iii. Dogs must be at least twelve (12) weeks of age and have received a minimum of two (2) rounds of vaccinations (C3 or C5, plus yearly Bordetella/kennel cough).
- iv. Puppies must have received their C5 vaccination at least ten (10) days prior to attending.

3 Pet Health Requirements

- i. Owners are responsible for ensuring their pets are up to date with vaccinations, worming, and parasite prevention.
- ii. Barkley Park maintains stringent cleaning protocols to minimise disease transmission. However, Owners acknowledge that participation in grooming services carries inherent risks of exposure to illness.
- iii. Barkley Park accepts no liability for veterinary costs arising from illness in pets who are unvaccinated, under-vaccinated, or carrying pre-existing conditions.

4 Safety and Care

- i. Owners must disclose all relevant health information prior to service, including:
 - a. Heart conditions, illnesses, injuries, or pre-existing medical conditions.
 - b. Recent surgeries or recovery periods. Use of sedation. If a dog requires sedation for grooming, this must be administered by the Owner prior to arrival under veterinary guidance. Barkley Park does not administer sedation.
- ii. Barkley Park reserves the right to refuse or cease services if staff reasonably believe continuation poses a risk to the pet, staff, or other animals. Owners may be required to collect their pet immediately.
- iii. Barkley Park encourages open salon interaction. Owners preferring their dog to be isolated must notify staff in advance.
- iv. At Barkley Park's discretion, pets may be crated, tethered, or separated to maintain safety.
- v. Aggressive pets will be managed using safe handling techniques, including muzzling if required. Barkley Park may request immediate collection of any pet that poses a risk.
- vi. Owners must disclose if their dog has been given any sedative, calming medication, or anxiety medication prior to attending a grooming appointment. Barkley Park does not recommend or instruct Owners to sedate their dogs prior to grooming.

Dog Grooming - Terms and Conditions

Where a dog arrives sedated, the Owner must complete and sign Barkley Park's Sedated Dog Grooming Declaration & Consent Form prior to the commencement of grooming services.

Owners acknowledge that sedated dogs present increased safety and health risks, including but not limited to impaired balance, delayed responses, overheating, and increased injury risk during grooming.

Barkley Park reserves the right to modify, pause, or decline grooming services for any dog that appears sedated or medically compromised if staff determine that proceeding may place the dog or staff at risk.

Barkley Park does not administer sedation or medication and is not responsible for adverse reactions or complications arising from medication administered by the Owner or a third party prior to the grooming appointment.

Sedated dogs will not participate in daycare or group interaction while under the effects of medication.

Dog welfare and safety always take priority over the completion of grooming services.

- vii. Owners must disclose any history of aggression, biting, anxiety, or behavioural issues prior to the appointment.

If a dog displays aggressive, unsafe, or highly distressed behaviour during grooming, Barkley Park reserves the right to cease the grooming service immediately to protect the safety of the dog and staff.

Where grooming cannot be safely completed due to the dog's behaviour, the Owner remains responsible for payment of the grooming appointment or for the time already spent handling the dog.

Barkley Park may also decline future bookings where a dog presents an ongoing safety risk.

5 Grooming Specifics

- i. Owners acknowledge that dogs presenting with matted or poorly maintained coats may require additional grooming time and specialised handling.
- ii. Where matting is severe, Barkley Park reserves the right to clip or shave the coat short where necessary for the welfare, safety, and comfort of the dog.
- iii. Owners acknowledge that removing matted coats may reveal pre-existing skin conditions, including redness, irritation, sores, parasites, or infections that were hidden beneath the coat.
- iv. Owners agree that Barkley Park is not responsible for skin conditions, irritation, or minor nicks that may occur as a result of removing severely matted coats.
- v. Barkley Park will not demat coats where doing so would cause unnecessary discomfort, pain, or stress to the dog. In such cases, a shave down will be performed.
- vi. Additional charges may apply where matting requires extra time, specialised handling, or shave down procedures.
- vii. Health Incidents:

Dog Grooming - Terms and Conditions

- a. In the event of a medical emergency, and if the Owner or nominated contact cannot be reached, Barkley Park may transport the dog to a veterinarian of its choice.
- b. All veterinary costs are the sole responsibility of the Owner.
- c. Barkley Park strongly recommends maintaining pet insurance.

6 Appointments, Cancellations & Payment

- i. Payment is required at or before completion of each grooming appointment.
- ii. Owners must provide at least twenty four (24) hours notice to cancel or reschedule a grooming appointment.

Where an appointment is cancelled within 24 hours of the scheduled time, or the Owner fails to attend the appointment (no show), Barkley Park reserves the right to charge a late cancellation fee equal to fifty percent (50%) of the estimated grooming service price.

This fee represents a reasonable estimate of the loss incurred where a grooming appointment slot has been reserved and cannot reasonably be filled at short notice.

- iii. Barkley Park reserves the right to charge late cancellation or no show fees to the payment method stored on the Owner's account or require payment prior to accepting future bookings.
- iv. Owners who cancel appointments within the required notice period or fail to attend scheduled appointments may be required to pay a deposit prior to confirming future grooming reservations.
- v. Deposits will be applied to the final invoice on the day of service. Deposits may be forfeited if the appointment is cancelled within the required notice period or the Owner fails to attend.
- vi. If rescheduled due to late arrival, the appointment may be treated as a late cancellation under clause 6(ii).
- vii. Late Collection:
 - a. Pets must be collected by 4:00pm unless alternative arrangements are agreed.
 - b. A surcharge of \$10 per 10-minute increment applies after 4:00pm (e.g. 12 minutes late = \$20).
 - c. If a pet is not collected by close of business and the Owner or emergency contact cannot be reached, Barkley Park may notify the local council to arrange collection.

7 Photography & Service Assurance

- i. Barkley Park may photograph or record pets for operational, training, and promotional purposes. All intellectual property rights remain with Barkley Park.
- ii. Satisfaction Guarantee:
 - a. If the Owner is dissatisfied with the grooming outcome, they must notify staff before leaving the salon.
 - b. Refunds or re-grooms may be provided at Barkley Park's discretion, taking into account the pet's coat condition, health, and any limitations explained at consultation.



Dog Grooming - Terms and Conditions

- c. Exclusions apply where outcomes are affected by matting, coat condition, service duration limits, or pre-existing medical issues.

8 Communication

- i. If Barkley Park needs to contact the Owner during the appointment:
 - a. Staff will attempt a phone call first.
 - b. If unsuccessful, a courtesy text will be sent.
- ii. Owners must provide up-to-date contact details and remain contactable while their pet is in care.

9 Risk, Liability & Indemnity

- i. Owners acknowledge that grooming involves inherent risks, including cuts, nicks, clipper irritation, allergic reactions, or stress responses.
- ii. To the fullest extent permitted by law, Barkley Park, its directors, and employees are not liable for illness, injury, loss, or death arising from grooming services.
- iii. Owners agree to indemnify Barkley Park against all claims, costs, and expenses arising directly or indirectly from their pet's participation in grooming services.
- iv. Nothing in these Terms limits Barkley Park's obligations under the Australian Consumer Law (ACL).

10 Governing Law & Dispute Resolution

- i. These Terms are governed by the laws of Queensland, Australia.
- ii. In the event of a dispute, the parties will attempt resolution through negotiation before commencing formal proceedings.
- iii. Any unresolved disputes must first be referred to mediation in Queensland prior to litigation.
- iv. Legal claims must be filed exclusively in the courts of Queensland.

11 Compliance with Law

- i. Barkley Park operates in accordance with:
 - a. Animal Care and Protection Act 2001 (QLD)
 - b. Work Health and Safety Act 2011 (QLD)
 - c. Fair Trading Act 1989 (QLD)
 - d. Australian Consumer Law (ACL)

12 Acknowledgment & Acceptance

- i. By booking a grooming service, the Owner acknowledges and accepts these Terms and Conditions.
- ii. Barkley Park reserves the right to amend these Terms at any time, effective immediately upon publication on its website or notification to clients.