

Service Terms & Conditions

These terms apply to mobile dog grooming services provided by Groomed & Gorgeous Mobile Spa ("Groomed & Gorgeous", "we", "us" or "our"). By making or accepting a booking, the pet owner or authorised carer ("you") agrees to these terms.

Important: Nothing in this document excludes or limits rights that cannot lawfully be excluded, including guarantees under the Australian Consumer Law.

1. Bookings and service scope

- Bookings are subject to availability and are for the agreed dog, service and location. Please tell us before the appointment if any booking details change.
- Service descriptions and estimated appointment times are guides. We may modify or stop a service where reasonably necessary for the dog's welfare, safety, coat condition or behaviour.
- You must ensure an adult with authority to consent is available, or that prior arrangements have been made for us to access the dog safely.

2. Pricing and payment

- Advertised or quoted prices are starting prices unless expressly stated otherwise. Final pricing may vary with dog size, coat type and condition, matting, shedding, behaviour, handling needs and the time reasonably required to complete the groom.
- Any material additional charge that becomes apparent during the appointment will be explained where practicable before the extra work is undertaken.
- Payment is due at completion of the appointment unless another arrangement has been agreed in advance. Deposits or prepayment may be requested for selected bookings.

3. Cancellations, no-shows and access

- Please provide at least 24 hours' notice if you need to cancel or reschedule. Cancellations with less than 24 hours' notice may incur a fee of up to 50% of the booked service.
- If we arrive and cannot safely access the property or dog, or no authorised person is available when required, the booking may be treated as a no-show and up to 100% of the booked service may be charged.
- We may waive or reduce a cancellation fee where circumstances are genuinely unavoidable. We may also reschedule due to severe weather, illness, vehicle or equipment problems, unsafe access or another welfare or safety concern.

4. Mobile appointment requirements

- Please provide a safe, legal and reasonably level place for the grooming trailer or vehicle to park, with enough clearance to operate safely.
- Driveways, gates, animals and access areas must be safe and reasonably free from hazards. Please advise us before arrival of difficult access, steep grades, low branches, aggressive animals or other site hazards.
- You are responsible for any parking permission or access approval required at the service location.

5. Health information and veterinary care

- You must disclose any known medical condition, recent surgery, seizure history, heart or breathing issue, skin condition, pain, mobility problem, pregnancy, medication, allergy, injury, recent illness or other matter that may affect grooming.
- Grooming can involve normal physical and emotional stress. Senior dogs, puppies and dogs with medical, mobility or anxiety issues may require shorter, modified or comfort-focused appointments.
- If a dog becomes unwell or is injured and urgent veterinary attention is reasonably required, we will try to contact you first. If you cannot be reached, you authorise us to arrange reasonable emergency veterinary care. Veterinary costs remain your responsibility, except to the extent the cost arises from our negligence or breach of law.

6. Behaviour, handling and safety

- You must disclose any history of biting, snapping, severe fear, aggression, escape behaviour or grooming intolerance, including behaviour that occurs only around feet, face, nails, clippers, dryers or other dogs.
- For safety, we may use appropriate grooming restraints, handling techniques or a muzzle where reasonably necessary and humane. We will not use a method we consider unsafe or inappropriate for the dog.

- We may pause or stop a groom if the dog is excessively distressed, aggressive, medically unwell or cannot be handled safely. Charges may still apply for work already completed and time reasonably spent.

7. Matting and coat condition

- Severe matting can make normal brushing painful and can hide skin irritation, wounds, parasites or other conditions. Where de-matting would cause unreasonable discomfort or risk, we may recommend or perform a shorter clip for welfare reasons.
- You acknowledge that clipping a heavily matted coat may reveal redness, bruising, skin disease, sores or other pre-existing problems, and may temporarily increase the risk of irritation or sun sensitivity.
- We will take reasonable care, but removal of tight matting carries unavoidable grooming risks. We will discuss significant coat issues when practicable.

8. Fleas, ticks and contagious conditions

- Please tell us before the appointment if you know or suspect that the dog has fleas, ticks, ringworm, kennel cough or another contagious condition.
- If parasites or a contagious condition are discovered, we may stop the service or take reasonable hygiene steps to protect other clients. Additional cleaning or treatment-related charges may apply where reasonable and disclosed.

9. Nails, ears and hygiene services

- Nail trimming is performed to a safe length based on the visible or estimated quick. Accidental quicking can occasionally occur despite reasonable care, particularly with dark, long or overgrown nails.
- Ear cleaning is limited to routine external cleaning. We do not diagnose or treat infection and may recommend veterinary review if we observe redness, odour, discharge, pain or another concern.
- Hygiene trimming is performed conservatively for cleanliness and comfort. Results may vary depending on coat, skin sensitivity and the dog's tolerance.

10. Photos, records and privacy

- We may take grooming photographs for pet identification, coat-condition records, before-and-after comparison or internal quality records.
- We will not use identifiable client information for public marketing without permission. If you do not want your dog's image used publicly, tell us at any time.
- Information you provide is used to manage bookings, provide grooming services, process payments and contact you about your pet or appointment.

11. Satisfaction and concerns

- Please inspect your dog after the appointment and tell us promptly if you have a concern. For grooming-finish concerns, contact us within 48 hours so we have a fair opportunity to assess and, where appropriate, make a reasonable adjustment.
- A grooming outcome cannot always match a reference image because coat texture, density, condition, previous clipping, matting, dog behaviour and anatomy vary.

12. Liability and consumer rights

- We will provide services with due care and skill. To the extent permitted by law, we are not responsible for loss or injury caused by an undisclosed or pre-existing condition, the dog's own behaviour, coat condition, or an inherent and unavoidable risk of grooming, except to the extent caused by our negligence or breach of law.
- Nothing in these terms excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded under the Australian Consumer Law or other applicable law.

13. General

- If any part of these terms is unenforceable, the remaining terms continue to apply to the extent permitted by law.
- These terms are governed by the laws of Queensland, Australia.
- We may update these terms from time to time. The version applying to a booking is the version made available to you at or before that booking.

Booking acknowledgement

By booking or allowing the grooming service to proceed, you confirm that you have authority to consent for the dog and that the information you provide is accurate to the best of your knowledge.