



Grooming Policy

1. Our policy will always be “Humanity before Vanity” – we will not do anything to your pet that we don’t believe to be in his/her best interest. Your pets’ welfare and wellbeing will always come first
2. We will not demat dogs that are matted or have pelted coats. These pets will automatically be clipped short. A matted release form must be signed for us to commence the groom
3. We will not compromise our grooming by just booking in your pets for the \$\$\$. Your pet will always be treated as if one of our own and given individual attention
4. We have the right to refuse or not complete a groom should the dog become too aggressive or overly stressed. If necessary, we will use soft muzzles on aggressive dogs. If groom has commenced, we will still charge grooming fee
5. All dogs must come in on lead with a securely fitted collar or harness
6. All unneutered male dogs, dog aggressive dogs & very shy/nervous dogs will be crated
7. If your dog has fleas, they will automatically be treated with a Capstar at an additional cost of \$10 and bathed with a flea shampoo.
8. If you are more than 15 minutes late for drop off, we have the right to reschedule your appointment. A late fee will be payable. If you are going to be late, please call or text and let us know.
9. We require a minimum of 24 hours’ notice for cancellation of an appointment. A fee of up to 50% of the groom will be added to your next session (depending on circumstances of the short notification)
10. No shows will be required to pay a holding deposit should you rebook for another appointment. A non-refundable deposit will be required should you wish to rebook. You will be charged a no-show fee of up to 50% of missed groom
11. We will do our best to have your pet ready for pick up within a reasonable time. However, as per the Drop Off Policy, things can sometimes be out of our control and your pet may be here a little longer than anticipated. If you do need your dog ready by a particular time, please let us know at drop off and we will endeavour to have him/her ready.
12. Should your pet be accidentally injured by one of our staff whilst in our care, he/she will be taken to our associated veterinary clinic at no cost to you. Should you require your pet to go to your own preferred veterinary clinic, then you will be liable to pay for the veterinary fees.