



## **Pamper Paws Dog Spa Terms and Conditions**

1. All dogs must be up to date with vaccinations. We may ask to see a current vaccination certificate or call your vet to confirm.
2. We require all dogs to be free of fleas. If fleas are found on your pet, there will be an additional minimum cost of \$10.00 to cover flea shampoo, extra time, clean-up, and treatment of the salon to ensure our salon stays safe for all pets.
3. Removing matted coat can expose pre-existing conditions, as well as cause nicks, irritations or abrasions to the skin. Matted coats will be clipped off short, we do not de-matt as it is painful for your pet.
4. We require you to inform staff of any medical, physical, behavioural, allergies or pre-existing conditions.
5. Although accidents are rare, there is a risk when dealing with pets. Grooming equipment is sharp, and although we use extreme care in all situations, possible problems could occur including nicks, scratches, etc. In most cases this can happen when a pet is wriggling around. All incidents will be communicated to the owner.
6. Should an injury occur from the dog being matted, elderly, aggressive, a difficult temperament, or from a pre-existing condition, the veterinary bill will be the sole responsibility of the owner. Pamper Paws will make every attempt to contact the owner before taking the dog for veterinary treatment.
7. We request 24 hours' notice for cancellations or changes to your appointment. Fees may apply if less than 24 hours' notice is given.
8. Pamper Paws may take photos of your pet during their stay at our salon for advertising, education and social media.
9. All invoices must be paid for before collection of your pet.

### **Last minute cancellation/No show policy**

Being a small business means that missed appointments directly affect us. When clients skip their appointment, they inconvenience customers who may have wanted those slots and cause financial losses for the small business.

We require 24 hours' notice for cancellations or changes to your appointment. Whilst we understand that sometimes emergencies arise, a fee of 50% of booked services will apply if less than 24 hours' notice is given, and 100% of booked service if less than 1 hour's notice is given, which is payable before re-booking. Multiple cancellations may result in refusal of services.

Should you be running late to an appointment, please call the salon. To ensure everyone has a fantastic visit at Pamper Paws, we may cancel your appointment should you be more than 15 minutes late with no contact. Our cancellation fee will apply.