



Grooming Terms & Conditions

Owner Responsibility

- Pet owners are solely responsible for their pet's behavior, potential injuries, and any harm caused to others.
- Leashes must be used to control pets within the facility.

Health

- Pet owners must inform groomers of any medical conditions or stress concerns before grooming (including if their dog is on any medications)
- Pets must be up-to-date on vaccinations, insurance, and treatments; the facility is not liable for infections or diseases.
- Owners acknowledge the possibility of unforeseen complications during grooming.

Senior & Special Needs Pets

- Owners recognize the higher risks associated with grooming senior and special needs pets and agree not to hold the facility responsible.

Emergencies

- In case of an emergency, the facility is authorized to seek professional veterinary attention at the owner's expense.

Refusing Service

- The facility reserves the right to refuse or stop services if a pet poses a threat or has specific health issues.
- The facility also reserves the right to refuse service if a client mistreats our staff in any way or does not respect our policies.

Pricing

- Grooming costs are determined based on various factors, and owners are encouraged to request a quote before grooming. By using our grooming service, you are agreeing to pay for the grooming prices set by The Dog Dazzlers.
- Our grooming prices are non-negotiable.

Service

- Concerns about grooming must be addressed on-site; amendments won't be made once the pet leaves.

Payment

- Full payment is required at the time of pet collection, and no refunds are provided for dissatisfaction.

Cancellation Policy

- A 24-hour notice is required for appointment changes; failure to do so incurs a fee of 50% of the booked services.
- If you do not show up for your pet's appointment, you will incur a fee of 100% of the booked services. This includes when late arrivals are deemed a cancellation.
- If more than 2 appointments have occurred a no show fee within 6 months, we will request full payment prior to the next appointment as a deposit.

Late Arrival & Pick-Up Fees

- Late arrivals (15 + minutes) are considered cancellations, and a fee applies.
- Pickup must be arranged within 90 minutes from the time you receive the 'Finished Groom' notification. Any pickups beyond this timeframe will incur an additional charge of \$20 per hour spent here

Matting

- In the event that a dog's coat is severely matted, and attempts to contact the owner are unsuccessful, groomers may need to shave out mats. Additional charges will apply, and the groom may not adhere to the owner's requested length

Clipping Double Coats

- Owners acknowledge the risks associated with shaving or heavily scissoring double-coated pets

Social Media & Online

- Consent is given for the use of pet images for social media and marketing purposes.

Changes to Terms & Conditions

- Clients are responsible for checking the facility's website for updates to the Terms and Conditions.

Release of Liability:

- Owners release the facility, its owners, partners, contractors, and volunteers from liability for injuries or loss.