

Terms and Conditions

Shaggy2Waggy Grooming

Matted Coats

De-matting policy: Matting is uncomfortable for a dog and can cause your dog pain and discomfort. Where possible we try to manually de-mat your dogs coat however if your dog's coat is EXCESSIVELY matted, for the dogs comfort and to avoid distress we will shave the matting out. It is the owner's responsibility to ensure their pet is groomed regularly to avoid the coat ending up in a matted condition. Shaggy2Waggy will not be held liable for having to shave the dog or any part of the dog due to excessive matting. However, we will contact you to inform you that your dog will need to be shaved before carrying out the shave and we will only remove the necessary amount of fur to remove the excessive matting.

Double Coated Breeds

Shaving a double coated breed can result in slow regrowth or occasionally failure of the coat to regrow at all. This has nothing to do with the method of grooming but rather the growth pattern of these types of coats. In some cases, the coat regrows but the colour and texture may be different. This is an inherent risk of shaving these types of dogs and should be seriously considered prior to proceeding with the shaving. Shaving down heavy coated dogs does not offer relief from heat, it actually makes them less able to regulate their body temperature. If shedding is the concern other methods could be used.

Fleas

We only treat dogs with a couple to few fleas, anything more than a few, you must treat them at home and only then after a period of a few days can your grooming request take place.

If your pet is found to have FLEAS when they come to the grooming salon, there will be an automatic charge of \$25 added to your bill. When your pet comes with fleas we have to bathe it in flea shampoo along with every other animal that comes in that day, and then we have to 'deep clean' and spray the salon to kill any fleas that have escaped and prevent their eggs developing and to maintain salon hygiene.

Booking

When you book your pet in for a groom at shaggy2Waggy we will allocate your pet a time slot based on the information you provide us with we only perform 1-to-1 grooming appointments so this time slot will be dedicated exclusively to your dog.

Please make sure you are available within your 2 hour time slot/appointment for pick up of your companion when ready. *Please note:* There are no facilities for daycare and we will message you approx 10 minutes before pick up time.

* No-shows for dog grooming appointments will be charged if you provide less than 48 hours notice. Grooming No-shows may also require future appointments being paid for in advance.

* **TIMEKEEPING** - please be punctual for appointments. We have numerous appointments in a working day and any late appointments have a knock-on effect for the next subsequent bookings.

* Cancellations - Please allow 48 hours notice for canceling your appointment you must leave ample time for this slot to be filled. Less than 48 hours notice will have to pay a \$30 fee on top of their next appointment.

* Late dog collections will incur a charge of \$25 every 30 minutes late.

* Clients who are 30 minutes late for their appointment will be considered a missed appointment and will have to re-book.

Care and Welfare of your beloved dogs

Anal Glands

* We do not express anal glands anymore due to the new guidelines by the PIF (Pet Industry Federation) ; it's classed as a veterinary procedure. We would advise taking your dogs to a veterinary surgery for this procedure every time.

* Whilst your pet is in our care its health and welfare is our primary concern. It will only ever be groomed according to its tolerance of the process. If your pet is fearful of any of the procedures employed during grooming, a workaround or alternative will be employed

* Your pet may be photographed before, during or after his/her groom. Photographs may be used on the Shaggy2Waggy website, Social Media Pages or our printed marketing material. Please inform me if you'd prefer your pet not to be photographed.

Before Arriving

* While your pet might already be a little anxious to be heading to the salon, think about how much worse they must feel if they also have to go to the bathroom. Try not to feed your pet before their groom. Your pet should be relieved prior to arrival.

Behavior, Aggressive Dogs

* At Shaggy2Waggy, we reserve the right to refuse to groom any pet at risk of harming me or itself. If your dog behaves in an aggressive or threatening manner you will be contacted to collect your pet and the groom will then be terminated. The full starting price of the groom will be required to be paid by you.

* BITING, STRESS, FEAR AND AGGRESSION. We encourage your dog to vocalise (bark, growl, whine), lick and play-bite to communicate and bond with us. Most dogs simply tolerate, and do not enjoy grooming, and may display moderate signs of stress such as lip-licking, yawning, tail-tucking and avoidance/wriggling. Dogs that exhibit higher levels of stress such as shaking, inappropriate toileting, standing rigid and severe vocalizing a slower, reassuring approach, extra time will be taken for their needs. We do not use intimidation, discipline or punishment to simply 'get the job done' as this often exacerbates any underlying behavioral/emotional condition. A dog bite to a groomer's hand can happen in a split second and the consequences vary from a week off work with stitches, to career-ending permanent nerve damage.

* It is imperative that you inform us prior to grooming if your dog has ever displayed aggressive tendencies or has been known to bite. Failure to disclose this information will result in refusal of further service.

* Muzzles will only be used if deemed necessary for groomer and dogs safety. Please note we don't routinely use muzzles.

Disclaimer of Liability

* Although accidents are very rare, there is a risk when dealing with pets. Shaggy2Waggy Dog Groomers will inform you immediately of any incident that occurs or any condition that we notice. Your pet's safety and comfort is our number one priority.

* - ALL PETS MUST BE CURRENT ON VACCINATIONS BEFORE GROOMING.

* By signing our intake form on arrival you understand and agree to our terms of service; that you understand and agree to release and hold harmless Shaggy2Waggy Dog Grooming, it's owner from and against any or all liabilities, expenses, damages, and costs (including attorney fees) resulting from any service provided or injury (including death) to your pet(s) while in our care or afterwards.

* You further authorize Shaggy2Waggy Dog Grooming to transport your pet to a veterinarian in the event of an emergency and agree that any resulting veterinary bills will be your sole responsibility. You grant us permission to seek veterinary attention.

I, the undersigned, hereby acknowledge and agree that all the information provided in this Grooming and Consent Form is complete and accurate to the best of my knowledge. I further acknowledge and agree I have read, understand and agree to all terms and conditions

contained in the Grooming Policies, Procedures, and Release, Waiver of Liability, Assumption of Risk and Indemnification Agreement (the "Agreement"), as they may be amended from time to time, which are attached and fully incorporated in to this application by reference. I hereby execute the Agreement for my dog, myself and my heirs, successors, representatives and assigns. I further attest that if I am not the sole owner or representative of the dog subject to this application that my signature is sufficient to enter into this Agreement for and on behalf of any other owner or representative. **WARNING. PLEASE READ CAREFULLY. THIS AGREEMENT INCLUDES A RELEASE OF LIABILITY AND WAIVER OF LEGAL RIGHTS AND DEPRIVES YOU OF THE RIGHT TO SUE Shaggy2Waggy AND RELATED PARTIES WITHIN THE ESTABLISHMENT.**

This agreement covers the duration from the date of signature to date signed

Name

Date

Please list any medications or any special needs/ health problems here:

Canine Client/Name

Age

Breed/Colour

Spayed or Neutered Yes / No

Female / Male

Is your dog fully Vaccinated Yes / No

Owner & Emergency Contact Info

Name/Address

Phone

Emergency Contact

Name

Phone

Please describe at the end of this form if Yes to any of the above.

If this changes it must be added to this form at a later date.

Vet Practice Name

Address and Phone number