DOG GROOMING

TERMS & CONDITIONS

1. BOOKING, DEPOSIT, PUNCTUALITY & CANCELLATION POLICY

- **Official Channel:** All grooming appointments must be booked exclusively through WhatsApp.
- **Deposit & Dog Profile Verification:** To secure your slot, the deposit and your dog's profile details must be provided within 1 day (24 hours) of booking; otherwise, the slot will be automatically released. The booking is only officially confirmed once both the deposit and info are received.
- **Deposit Rates:** S$15 for Basic Grooming / S$30 for Full Grooming. The deposit will be fully deducted from your final bill on the day of the appointment.
- **15-Minute Grace Period (Punctuality Policy):** As we have only one groomer, our time and space are extremely limited and strictly scheduled. We can hold your slot for a maximum of 15 minutes. Arriving more than 15 minutes late will result in the automatic cancellation of your appointment, and the deposit will be forfeited.
- **Cancellation & Rescheduling Limits:** Any changes or cancellations must be made at least 72 hours (3 days) before the appointment. Same-day cancellations or no-shows will result in strict forfeiture of the deposit.
- **Rescheduling Maximum & Special Restrictions:** Each booking can be rescheduled a maximum of ONE time only. If you reschedule, *the* newly rescheduled date can only be arranged 30 days AFTER the original appointment date (strictly subject to our salon's schedule and availability). If the appointment is changed more than once, or cannot be settled within this timeframe, the deposit will be kept as a breach of contract fee and will strictly not be refunded.
- **Permanent Deposit Policy:** For customers who repeatedly cancel/reschedule within 72 hours, arrive late, or have a history of no-shows, a 50% deposit of the total grooming fee will be required for future bookings. If a breach occurs again, this deposit will be forfeited immediately, and the balance must be topped up before any further bookings can be made.

2. PRICING, SURCHARGES & LATE COLLECTION FEES

- **Estimated Quotes:** Pricing provided at the time of booking is an estimate based on standard breed sizes and coat conditions. Final pricing will be determined on-site after assessing your dog's coat and specific styling requirements.
- **Dematting Fee:** If a dog's coat is severely matted or tangled, additional fees will apply due to the extra time, care, and equipment required for dematting. If the matting is too severe, we will recommend shaving the coat short for the welfare and comfort of the pet.
- **Sand & Mud Surcharge:** If a dog arrives with excessive sand or mud (e.g., after visiting the beach or park), an additional cleaning and equipment maintenance fee of S$20 to S$50 will be charged.
- **Premium Styling Surcharge:** Full hand-scissoring or complex specialty breed cuts require a high level of precision and will incur extra charges. Our groomer will discuss and provide a quote before starting.
- **Late Collection Fee (Daycare Fee):** Owners are required to collect their dog within 1 hour of receiving the completion notification. Due to limited holding space, a daycare fee of S$10 per hour will be charged for late collections.

3. DOG HEALTH & PARASITE POLICY

- **Licensing & Vaccination:** In compliance with Animal & Veterinary Service (AVS) regulations, all dogs must be microchipped, hold a valid AVS license, and be up-to-date with their core vaccinations.
- **Medical Disclosure:** Owners have a duty to inform our groomers of any pre-existing medical conditions, past surgeries, allergies, skin issues, heart conditions, or senior age concerns before the grooming session begins.
- **Strict No-Parasite Policy (Zero Tolerance):** To protect the health and safety of other pets and maintain salon hygiene, we do not accept any dogs with fleas, ticks, or contagious skin diseases. If parasites are discovered before or during the grooming process, services will be terminated immediately, and the owner must pick up the dog. A salon sanitization and deep-cleaning fee of S$30 to S$50 will be charged, and the deposit for the session will be forfeited.

4. BEHAVIOR & SAFETY POLICY

- **Aggression Disclosure:** Owners must honestly disclose if their dog has a history of biting, extreme aggression, or severe anxiety.
- **Special Handling Fee:** A handling surcharge of S$60 will apply to dogs that display aggressive behavior or extreme resistance requiring additional staff assistance or protective gear (such as a muzzle).
- **Right to Terminate Service:** If a dog exhibits extreme stress or aggression that poses an immediate safety risk to itself or our staff, we reserve the right to terminate the service at any point. In such cases, the full grooming fee remains payable.

5. 1-WEEK RECUT POLICY

- **Validity Window:** Complimentary adjustments (such as minor touch-ups, trimming uneven areas, or slight shape adjustments) are only available within one week (7 days) of the initial grooming appointment.
- **Exclusions:** This policy covers minor structural adjustments only. It does not include a full re-bath or a completely new style change.
- **Dog Cooperation:** The dog must be cooperative and non-aggressive during the touch-up session, or service may be refused.
- **Refund Policy:** All fees paid for the initial grooming service are strictly non-refundable under any circumstances.

6. LIMITATION OF LIABILITY & GENERAL TERMS

- **Medical Emergencies:** In the event of a sudden medical emergency, we will contact the owner immediately. If the owner cannot be reached, the owner hereby authorizes our salon to seek urgent veterinary care at the nearest clinic. The owner assumes full responsibility for all veterinary costs unless the injury is proven to be a direct result of gross negligence by our groomers.
- **Pre-existing Skin Conditions:** We are not liable for any skin irritations, pre-existing sores, or accidental nicks that are exposed only after shaving away severely matted fur.
- **Personal Belongings:** Our salon is not responsible for the loss or damage of personal items left behind, such as collars, harnesses, or leashes.
- **Media Release:** We reserve the right to take photos or videos of your dog during the grooming process for salon records, social media, or marketing purposes. Please inform us before the session if you do not consent.
- **Payment Terms:** Full payment must be settled on the day of the service via Cash or PayNow.

By proceeding with your booking, you acknowledge that you have read, understood, and agreed to be bound by all the Terms & Conditions stated above.