

Dave & Andy Dog Grooming - Terms & Conditions

Health or Medical Conditions & Senior Dogs

Grooming can be stressful, especially for senior dogs or those with health conditions. It may expose hidden problems or worsen existing ones. We may seek immediate veterinary care if needed. We will attempt to contact you first. All expenses are the owner's responsibility unless negligence is determined.

Finished Style

We do our best to follow your grooming instructions. Please take a moment to discuss your pet's needs at the start of the appointment.

Photography

We may photograph or film pets for social media and marketing purposes. These are shared respectfully and appropriately.

Fleas

If fleas are found, we will administer a flea rinse and Capstar tablet at your expense. Severe infestations may require rescheduling. Additional cleaning charges will apply to treat the salon environment.

Vaccination Policy

We recommend all pets be fully vaccinated. Puppies under 6 months must show proof of vaccination. We may decline to groom unwell or unvaccinated pets.

Aged Pets

We take extra care with senior pets, but are not liable for age-related issues that arise during or after grooming.

Ear Plucking

Not performed routinely. If requested, you accept any associated risks or aftereffects.

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Nail Trimming

Only performed if the dog allows. If not completed, the full-service fee still applies.

Late Pick-Up or Extended Stay

Additional fees may apply for unapproved delays in pick-up.

Accidents & Liability

We prioritise safety, but accidents can happen. We are not liable for pre-existing, age-related, or stress-triggered issues. If an incident occurs due to our negligence, we will work with you to resolve it. Immediate veterinary care may be sought. All vet costs are the owner's responsibility unless we are at fault.

Matted Coats

Heavily matted pets may need shaving. Risks include cuts or irritation. By approving, you accept these risks. Regular grooming helps prevent matting.

Behavioural Issues

Additional fees may apply for pets needing extra time or a second groomer. If a groom must be stopped, payment is still required for time and services used.

Aggressive or Dangerous Dogs

Owners must disclose any history of aggression. Aggressive dogs may be refused service and charged an additional fee. Owners are liable for damages or injuries caused.

Muzzling

We may use muzzles if needed. If you are uncomfortable or aggression is severe, we may refuse to groom the pet.

Socialising & Crating

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We crate dogs when necessary for safety or comfort. We aim for a calm, secure experience for all pets.

Hold Harmless Agreement

By using our services, you agree to release Dave & Andy Dog Grooming from liability for conditions known or unknown unless negligence occurs.

Services Not Provided

We do not perform dental scaling. Ask our team for alternative recommendations.

Complaints

Please report any issues to the salon manager as soon as possible after your appointment.

Outside of Salon

We are not responsible for medical issues that arise after your pet leaves the premises.

Cancellations & No-Shows

A 50% fee applies to no-shows or cancellations with less than 24 hours' notice.

Cost

Prices are based on size, coat type, temperament, and time taken. Extra fees may apply for excessive de-knotting or de-matting.

Payment

Payment is due at pick-up unless prior arrangements are made. Late payments may incur additional charges.