

Wag and Wheels

Terms and Conditions for Dog Grooming Services

1. Appointment Scheduling:

Clients must schedule appointments in advance.

Appointments are subject to availability.

Changes to appointments must be made at least 24 hours in advance.

2. Health and Vaccinations:

All dogs must be up to date on vaccinations, including parvovirus.

Clients must disclose any health conditions or behavioural issues their dog may have.

Dogs showing signs of illness or parasites may be refused service.

3. Grooming Services:

Grooming services will be provided as agreed upon during the appointment consultation. The groomer reserves the right to refuse any services deemed unsafe for the dog.

4. Pricing and Payment:

Prices for grooming services are outlined in the current price list and are subject to change. Payment is due at the time of service unless otherwise agreed upon.

We accept cash or card payment. Card payments will be subject to a 1.4% card fee.

5. Cancellations and No Shows:

Clients must provide at least 24 hours' notice for cancellations or rescheduling.

Failure to provide notice or repeated no-shows may result in a cancellation fee and refusal to provide future services.

6. Liability:

While all care will be taken during grooming, accidents can happen. We are not liable for any injuries or accidents that occur during the grooming process.

Clients are responsible for any damage or injury caused by their dog to our property or staff.

7. Satisfaction Guarantee:

We strive to ensure client satisfaction with our grooming services.

If a client is dissatisfied with any aspect of the grooming, they must notify us within 24 hours to discuss resolution.

8. Photographs and Marketing:

We may take photographs of dogs before and after grooming for marketing purposes. Clients who prefer their dog not to be photographed must inform us in writing.

9. Aggressive or Dangerous Dogs:

We reserve the right to refuse service to aggressive or dangerous dogs. If a dog becomes aggressive during grooming, we may halt the grooming process for the safety of the dog and groomer.

10. Changes to Terms and Conditions:

These terms and conditions are subject to change at any time.

Clients will be notified of any changes via posted notices.

By scheduling an appointment with us, you agree to abide by these terms and conditions.