

Terms & Conditions

By accepting and booking a Dog Grooming appointment with Wello`s Grooming Paradise (online, personal or via phone), you are agreeing to all the T&C and policies set out below:

Privacy Policy

- At Wello`s Grooming Paradise we take your privacy seriously. For the safety of our clients, we maintain records of any health or medical conditions which may indicate that a particular service or treatment should not go ahead (eg allergies, pregnancy, skin conditions) or a particular product should not be used (shampoo, cologne, etc.).
- Client records are held securely within our salon software system and can only be seen by members of the salon team.

Client consent

- The client/Owner(s) understands that Vaccinations are to be up to date.
- The client/Owner(s) understands that if the dog is unwell with sickness, diarrhea, on heat, has a contagious disease or infection, then the client/Owner(s) will inform Wello`s Grooming Paradise and agree to reschedule the appointment.
- The client/Owner(s) will advise if the dog has any allergies, requires medication, has sore limbs or recently had a fall/surgery, also if the dog can have treats.
- The client/Owner(s) understands staff will examine the dog for any irregular lumps, bumps or infections during the grooming process and if anything is found they will discuss it with you. But it must be stressed that this is not a professional medical examination as would be given by a vet. Medical advice from a vet must be consulted.

Pricing / Services

- Wello`s Grooming Paradise Price List is current but prices are subject to change. The prices stated are to be used as guide only. All phone inquiries will be given a guide and a firm price will be given on arrival to salon.
- Additional surcharges for matting, undercoat removal & Fleas may apply if required.
- If your dog has fleas, this causes extra after groom cleaning and fumigation of premises, equipment and the groomer. Additional fees will applicable.
- Cash Payments are welcome and you can pay by using the Square Payment Terminal direct with your credit card {EFTPOS}.

Behaviour

- At all times, staff have the right to refuse to work with difficult dogs or with behavioural problems, but they will endeavour to do everything within their knowledge to help your dog enjoy the process of being groomed.
- If the dog is accepted for grooming and displays uncooperative behaviour, the groom may be terminated without being finished. If this occurs, the client/Owner(s) will be contacted to collect the dog and 50% of the grooming price will still be required to be paid.
- The client/Owner(s) agrees to inform staff prior to the dogs grooming session if the dog has bitten or has aggressive tendencies. The client/Owner(s) must understand that they will be held responsible for all bites caused by their dog.
- Staff will charge extra if your dog needs special attention because of aggression or other behaviour issues (due to the extra time required).
- The client/Owner(s) understands that senior pets may have underlying conditions that can be aggravated during or after normal grooming procedures.

Matting & Knots

- If the dog is matted, staff will not complete any bathing-only services. Coats require a Full Groom at this stage.
- To ensure the comfort of the dog, extremely matted dogs will not be brushed out and will be clipped using the appropriate blade. Staff will try their best to notify the client/Owner(s) before they start the process, however, if staff cannot reach the client/Owner(s) by phone, then they will use their best discretion whilst your dog is in their care.
- Should the dog need a complete clip off due to being heavily matted, the client/Owner(s) understand there is always a risk of minor nicks and irritation (clipper burn). This is due to unseen warts, moles or skin that can be pulled up into matts.
- It is quite possible that staff can accidentally harm your dog whilst brushing too hard or frequently in certain areas that are extremely matted.
- The client/Owner(s) understands that where there is heavy matting, moisture can be trapped near the skin allowing fungus and bacteria to flourish, resulting in a variety of skin issues, irritations and conditions. It also provides a perfect environment for parasites such as fleas.
- The client/Owner(s) understands that heavy matting may result in a longer appointment time therefore the client/Owner(s) agree to pay any extra charges due to the extra time and care that the dog will receive. Charges will be;
- \$15 per every additional 15mins on a normal groom time.

Cancellations, Late arrival & No shows

- Wello`s Grooming Paradise have a STRICT no-show policy and require all cancellations to be made 24hrs in advance.
- Online bookings require a 50% Non-Refundable deposit.
- Should the client/Owner(s) be running late for an appointment, please call and advise staff. \$15 charge will be applied if late.
- Also note that staff have the right to cancel the confirmed appointment should you be more than 15 minutes late with no contact.
- A cancellation fee of 50% of the appointment, will be applicable for any cancellations within 24hrs or cancelled by staff (if over 15mins late for the appointment as stated above). This will be charged at the next appointment.
- Multiple cancellations may result in refusal of services.

Pick up & drop off

- Wello`s Grooming Paradise requests that you do not arrive at the salon for pick up earlier than stated, doing so may stress out your dog and cause the inability to complete the groom. When dogs see their owners, but cannot go to them, they may act up behaviourally, and in doing so is dangerous around sharp tools and may result in injury.
- Early arrival will result in your pet being sent home unfinished, and the Client/Owner(s) understands that they will be charged full price
- The client/Owner(s) must inform staff if a partner, friend or family member is picking up the dog, staff will not hand any dog to a person they don't know.
- The client/Owner(s) understands that pick up of the dog must occur within 30min of contact, or additional charges may be applicable, unless otherwise agreed upon.

Elderly or Disable Pets

- Elderly or Disable Pets will be accepted on a case-by-base basis. They will be completed "as best as possible". Specific hair cuts or styles may not be completed on pets that are Elderly or Disabled. A haircut will be completed to what makes the dog most comfortable.
- If we feel that its too much on the dog to complete a full groom, we may ask you to return another day or be referred to a Veterinarian Groomer, for the safety of the dog.
- Depending on the difficulty and time taken to groom the dog, they may be an additional charge of \$15-\$30.

Double Coat Shave Downs

- Wello`s Grooming Paradise advises not to shave down any double coated dogs, unless medically necessary or the dog is compacted to the point where brushing is not an option. (for example – Husky, Golden Retriever, Labrador Retriever, Newfoundland, Corgi, Samoyed, Pomeranian ect)
- Doing a shave down will cause damage to the coat, and may reduce the ability for the dog to regulate its body temperature.
- The Client/Owner(s) understands that a waiver will need to be signed stating that they understand the risks involved. If this groom is required, additional fees will be applicable due to the wear & tear on the blades, time and effort involved.

Liability

- Wello`s Grooming Paradise has Public Liability Insurance in the event of any damage, accident and loss to your pet or our staff.
- Wello`s Grooming Paradise are not liable for any medical or vet costs. However, the client/Owner(s) accepts and grants permission for staff to obtain emergency Veterinary treatment for the dog at the client/Owner(s) expense should it become necessary.
- The client/Owner(s) agrees that Wello`s Grooming Paradise shall not be held liable for any after grooming effects that matt clipping may produce or any problems uncovered on the badly matted neglected coat.
- Wello`s Grooming Paradise provides all dogs with a bow or other accessories to compliment their groom. The client/Owner(s) understands that these bows or accessories can be a choking hazard and understands that they are only safe for the dog to wear whilst supervised.
- I acknowledge that accidents can and do happen and I hereby absolve Wello`s Grooming Paradise and its staff from any and all responsibility involving, injury, escape, damage or disease during and after their grooming appointment and the Daycare.
- Any complaints or dissatisfaction must be notified and discussed on completion of the groom, before leaving premises. In the event of any agreed additional grooming, as goodwill the dog must be returned within 2 days.

Social media release

- The Client/Owner(s) give permission to Wello`s Grooming Paradise to show my before and after photos and/or videos to other potential clients as needed without claim (e.g. Facebook, website.....)

These Terms & Conditions are in place to protect us all. If you have any questions, please contact us at WellosGroomingParadise@mail.com