




## TERMS OF SERVICE

Welcome to The Dawg Studio. We want every dog's experience with us to be as safe and enjoyable as possible. We ask that you please take a few minutes to read the following information.

At the studio we require the following:

-  A current C5 Vaccination
-  A completed new client form
-  A signed agreement to the terms of service

Thank you, The Dawg Studio Team

### Medical Conditions, Senior Dogs & Anxious Dogs

You must advise us of any health issues with your dog (physical and psychological).

While we aim to make the process fun and enjoyable for your dog, grooming can be stressful and can sometimes exacerbate anxieties, particularly for senior dogs. Grooming can also impact or expose existing medical conditions. We are mindful of such issues and will always groom with your pets best interests in mind. Where risks are evident we will groom for cleanliness and comfort, rather than style. Please advise us if you have any concerns about your dogs health or anxiety.

### Aggressive Dogs

You must advise us if your dog is aggressive or has bitten before.

We love dogs and will do our best to accommodate difficult dogs, but we do reserve the right to refuse to groom (or to cease grooming) aggressive dogs.

### Fleas

If we find fleas on your dog we will give it a one off flea treatment, charged at our normal flea treatment cost.

This is to protect The Dawg Studio and our canine clients, however it will not protect your dog long term. Please talk to your groomer about long term flea treatment options.

### Matted Fur

Your pet's comfort is our priority. Our severe matts policy is not to brush them out.

We will clip matts where possible, but may need to decline to groom your dog in extreme circumstances where clipping may cause discomfort to your dog. We will call you to discuss options before clipping your dog in such instances.

## Accidents and Indemnity

Your dog is our number one priority, however when dealing with dogs accidents can sometimes occur. Dogs can be unpredictable and grooming tools can be sharp. We will always advise you if an accident happens. In signing this form, you agree to indemnify The Dawg Studio, its owner(s), its employees and its contractors against any and all liabilities, damages and costs resulting from any service provided or injury (including death) to your pet(s) whether in our care or after our services have been completed.

## Veterinary Care

In cases where immediate veterinary attention is required we will make all attempts to contact you or your emergency contact. In the event you cannot be contacted we will take your dog to the nearest veterinary hospital (Queanbeayan Vet Hospital) located on Yass Road.

Any vet bills associated with pre-existing conditions, your pet being matted, anxious, aggressive or being elderly will be the responsibility of the owner.

## Muzzles

Our policy is to only muzzle when necessary.

Where a dog is anxious or aggressive, muzzles will be used to protect the groomer and to reduce the grooming time to ensure minimal stress on your dog. Muzzles do not hurt the dog.

## Late Pickup

We ask that your dog is pickup up within the designated time window.

Daycare fees or late fees may be imposed when dogs are not collected on time. We understand that some delays cannot be helped but advise clients that regular late pickups may result in a decision that we are not the groomers for you.

## Behaviour

We value our clients and will always treat you with courtesy and respect. We ask that you do the same. Aggression or rudeness will not be tolerated.