

The Dawg Studio – Terms Of Service

From September 2026

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 Kennel Cough Vaccination
- A completed new client form
- A signed agreement to the terms of service

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 pet's 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 dog's 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

For the health and safety of all pets in our care, if fleas are found on your dog, a cleaning fee will be applied to cover the additional sanitation required. If a severe infestation is present, we may need to reschedule the groom once your dog has been treated at home or by your veterinarian.

Matted Fur

Your pet's comfort and safety are our top priority. Any matting on your dog is **non-negotiable** and will be managed in the most humane way possible. We do **not** brush out Matting, as this can cause pain and skin irritation. In such cases, your dog will be clipped short to remove the matting. Additional time, equipment wear, and sanitation may apply, and therefore **an extra fee** may be charged depending on the severity. We will contact you to discuss options before proceeding if your dog's coat requires significant mat removal.

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 alternate 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 as to ensure minimal stress on your dog. Muzzles do not hurt the dog when properly applied.

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.

C5 Vaccination

Your dog's safety is our number one priority. For this reason, all dogs **must be vaccinated with a C5 vaccine** or higher, prior to arrival at the studio. The C5 vaccination (kennel cough, canine cough) consists of the C3 vaccination (tri-annual) and the Kennel Cough (KC) annual vaccination. If you are unsure, feel free to send us through a photo of your vaccination and we can double check for you. We would hate to turn you away on the day, so please take the time to ensure your dog is up to date.

Although not necessary, we highly recommend that you are also treating your dog for fleas/worming.

Cancellation Policy

We understand that things happen, and appointments can sneak up on you. This is why we will send you a text reminder/confirmation 48 hours prior to your appointment. It is important that you confirm your appointment with us. If you can no longer make the appointment, simply reply to the text, call or email us. **Cancellations made less than 24hrs or no-shows will be charged 50% of the original service fee booked.**

If you have any questions, please contact the studio.

Agreement

It is a condition that owners sign the terms of service form.

By signing you agree to the Dawg Studio's terms of service outlined.