This is Puggles Bath and Groom
Business Terms and Conditions.
By booking an appointment, you acknowledge that you have read, understood, and agree to the following:

🐾 1. Vaccination Records

- All dogs must be up to date on core vaccinations, including but not limited to: **Parvovirus, Distemper, Hepatitis, and Kennel Cough**.
- Proof of vaccination may be requested at any time.
- Dogs without current vaccinations may be refused service for safety reasons.

🐾 2. Medical and Behavioural Disclosure

- Owners must disclose **all known medical conditions**, including allergies, skin issues, injuries, infections, or chronic illnesses.
- Owners must also disclose **behavioural concerns**, such as aggression, anxiety, fearfulness, or a history of biting.
- Failure to disclose relevant information may result in termination of the grooming session and/or additional fees if extra handling is required.

🐾 3. Consent to Groom & Liability

- While Puggles Bath and Groom take every precaution to ensure the safety of your dog, Puggles Bath and Groom is not responsible for any injuries or health issues that may arise during or after grooming.
- By leaving your dog with us, you consent to the grooming process and all associated handling.
- Grooming may involve the use of tools such as clippers, scissors, dryers, and brushes.
- While every effort is made to ensure safety, the owner accepts that grooming involves physical handling and that minor nicks, scratches, or irritation can occur.
- The owner agrees not to hold the groomer or business liable for injuries resulting from:
  - Pre-existing conditions
  - Behavioural issues
  - Matted coats

- Sudden movements or stress responses

🐾 4. Inherent Dog Grooming Risks

Grooming carries natural risks, including but not limited to:

- Skin irritation
- Clip-rash
- Ear irritation
- Nail quicking
- Stress-related reactions
- Aggravation of hidden medical conditions

Puggles Bath and Groom take every precaution to minimise these risks, but they cannot be eliminated entirely.

🐾 5. Matted Coats (Client's permission will be obtained before the process begins)

- Matted coats require special handling and may necessitate a **short shave-down** for the dog's comfort and safety.
- Dematting can be painful and is performed only when humane and safe.
- Shaving a matted coat may reveal:
  - Skin irritation
  - Bruising
  - Parasites
  - Pre-existing wounds
- A Consent Form will need to be signed by the owner to accepts full responsibility for any after-effects of de-matting or shaving.

🐾 6. Senior Dogs & Pre-Existing Conditions

- Senior dogs or dogs with chronic health issues may experience increased stress during grooming.
- Grooming may be modified or stopped if the dog shows signs of distress.
- The owner acknowledges that older dogs are at higher risk for:
  - Stress-related complications

- Joint discomfort
- Fatigue
- Aggravation of existing medical conditions

- Puggles Bath and Groom is not liable for health issues that arise during or after grooming due to age or pre-existing conditions.
- A Consent Form will need to be signed by the owner to accepts the above for Terms and Condition for their Senior and Pre-Existing Condition dogs

🐾 7. Flea & Tick Infestation

- If fleas or ticks are discovered during grooming, a **mandatory flea bath** will be administered at the owner's expense.
- Severe infestations may require the session to be stopped.
- The owner is responsible for treating their home and other pets to prevent reinfestation.

🐾 8. Right to Refuse or Stop Service

Puggles Bath and Groom reserve the right to refuse or discontinue grooming if:

- A dog is aggressive, overly stressed, or unsafe to handle
- The dog's health appears compromised
- The dog's behaviour poses a risk to itself or the groomer
- The dog's coat condition makes grooming unsafe. Fees may still apply for time and handling.

🐾 9. Emergency Veterinary Care

- In the event of a medical emergency, Puggles Bath and Groom will attempt to contact the owner immediately.
- If the owner cannot be reached, Puggles Bath and Groom reserve the right to seek veterinary care on the dog's behalf.
- The owner agrees to be fully responsible for all veterinary costs incurred.
- Puggles Bath and Groom are not liable for outcomes resulting from emergency care decisions made in the dog's best interest.

🐾 10. Photography and Social Media

- Puggles Bath and Groom may take photos of your dog during the grooming session for use on our Puggles Bath and Groom website and social media. If you do not wish for your dog's photo to be used, please inform us in advance.

🐾 12 Appointments and Cancellations

- Appointments must be scheduled in advance.
- Cancellations must be made at least 48 hours before the scheduled appointment. Failure to do so may result in a cancellation fee.

🐾 13 Payment and Fees

- Payment is due at the time of service.
- Additional fees may apply for services such as de-matting, flea treatments, or handling difficult dogs.
- Prices are subject to change without notice.

🐾 14. Owner Agreement

By booking an appointment, the owner confirms that:

- All information provided is accurate and complete
- They understand and accept the risks associated with grooming
- They agree to the policies outlined in these Terms & Conditions