



# TERMS & CONDITIONS



Thank you for choosing Dawgy Wash & Day spa where our main focus is taking care of your best friend while they under our care for the day. The best way to do that is to make sure all our clients understand the variables of grooming and the salon, so we are able to do the best possible job for your pet. To keep up with this reputation, we have recently updated our T&C's so we can offer the best possible product for you, but most importantly for your pet.

The Dawgy Wash & Day spa team reserve the right to refuse to groom any dawg that shows signs of aggression, or are too overly anxious which can lead to aggression or seizures, and dawgs above a size we deem too big for our equipment, and us.

You may have noticed that we no longer have a land line, we ask that you please update our number to 0412 226 016, please save it now as DAWGY WASH. Our email address is: wash@dawgyco.com.au

Keep in mind to make a booking, please call the salon during business hours between Tuesday to Friday 8:30am-5pm and Saturday 9am-2pm.

Just like any other business, we run on a busy schedule. Please factor in traffic and school runs etc. and please make sure you are on time to attend your scheduled appointment. More the 15 minutes late can mean your Dawgy has potentially lost their spot in the bath and we may have trouble fitting you in that day at all. We also charge an additional \$10 late fee for all customers. In Summer we won't accept dawgs that are late at all. To avoid this from happening leave an extra 15 minutes earlier to get here as parking can sometimes be difficult. We suggest the best place to park is out the back on Bungan Lane, or in the Woolworths car park. We only suggest this and take no responsibility for any fines incurred.

We advise that you please take your dawg for a walk before their groom. This gives your dawg time to toilet, and use up some of its energy which always improves their temperament in the salon. This helps to make your dawgs time here much more pleasurable and they will be more settled overall. We provide daycare in house, but this is only provided if you have organised daycare prior to your appointment. Daycare isn't offered to all dawgs as some dawgs cannot stay in a salon environment for longer than the time it takes to groom them. A groom is always estimated at 2-3 hours. We give you 1 hour to collect your dawg after we text you.

We also offer Dawgy Groom Day Out, and a pick up and drop off service. Please ask the staff for more information.

Please be careful what you feed your dawg the night before it's groom. If your dawg is showing signs of diarrhea or any unusual behavior then please let us know prior to your booking. Please let us know of any medical conditions your dawg may have. All customers will be responsible for keeping their dawg up to date with vaccinations.

We recommend that puppies wait 5 days after their 12 week vaccinations. We highly recommend bringing your puppy in as soon as possible for a bath and nail clip. The earlier the better (12 weeks onwards). The more sounds, smells and experiences explored earlier in your puppies life, the more relaxed they will be in their adult life and the easier it will be for us when it is time for their full 3 hour groom. They have to learn this and it takes time.

We are usually booked out at least a week in advance sometimes two, so we highly recommend re-booking after your groom so an appointment is locked in and you don't run the risk of your dawgs coat getting out of control. We pride ourselves with styling haircuts but some things we can't save, so a 6 weekly booking for all breeds is highly recommended.

We ask that you give us 24 hours notice for an appointment cancellation to give us ample time to find a replacement, or re-shuffle our staff for that day. Failing to do this will incur a fee to recoup costs for that day. Just like your Dr/mechanic/beautician, or any other profession, we base our day and staff around our bookings. All we ask is that you treat the Dawgy Wash & Daycare team like you would any of the above professions, with respect. A Deposit may be required prior to your appointment at the discretion of the salon.

If your dawg is knotty/matted/indecnt and needs more time spent on it, then like any business we will have to charge accordingly. If unfortunately we've had to shave your dawg's coat much shorter than you require, please understand we are experienced groomers and we are only doing what's best for your dawg/dawgs.

We suggest booking your dawg in for our Dawgy Wash and Tidy Special, this is in between haircuts and includes a full professional brush out, pads, nails, paw re-shape, face re-shape and sanitary. This will keep your dawg maintained and help desensitising your dawg to a grooming environment. Dawgs really don't understand why we want them so clean and what a velocity dryer, a noisy clipper or sharp shiny scissors are, but the more they keep a regular routine with us the more comfortable they are, which makes for a more positive experience overall for them, us and you.