



## Conditions of Entry

Thank you for choosing The Grooming Salon for all your dog's grooming/day care needs. We pride ourselves on providing quality care to your beloved pet. Before grooming/day care commences, please read through our Entry Conditions.

- If your dog has any medical issues (heart problems, arthritis, sensitive skin etc), please let us know so that we can provide the necessary extra care for your pet to ensure they are comfortable.
- If your dog has a history of being aggressive (while grooming or in general), it is essential that you inform us before your appointment or at drop off. This is to help reduce the risk of injury to your dog/staff/other dogs in the salon. Extra fees may be incurred if due to your dog's behaviour, the groom becomes a two-person job.
- If your dog has fleas, we will automatically use a flea shampoo during their bath. This will incur an extra charge of \$5. The treatment will kill the fleas that are currently on your dog, but will not protect them from any that may be in your home, car etc.
- If your dog is matted, we may need to shave or cut the matts out making the groom shorter than you may have originally wanted. There will be an extra fee for this. If your dog is matted but the matts are able to be brushed out to attain the desired length there will be an extra fee for this. These fees are to cover the time, experience & extra care that are taken to de-matt your dog.
- While great care is taken at all times, please be aware that some dogs can have a reaction (clipping rash) to a short groom especially if they have sensitive skin, are knotted/matted or have not had a groom for a long time. The Grooming Salon takes no responsibility for this natural occurrence and will not be liable for any medical expenses incurred.
- The Grooming Salon reserves the right to refuse any dog that may pose a serious risk to our staff/other dogs in our care.
- Although accidents happen very rarely, you understand that there is a risk that they may get injured since many dogs' wriggle and squirm while being groomed and our equipment is very sharp.
- The Grooming Salon is a social salon, and therefore cuts, scratches and other injuries may occur, due to the way dogs naturally interact with each other, even though the dogs are carefully supervised at all times. You agree to not hold The Grooming Salon liable for any injuries that may occur before, during or after the service provided.
- If your dog is injured, or in the event of an emergency you authorize The Grooming Salon to transport your pet to a veterinarian and agree that any resulting veterinary bills will be your sole responsibility. Greencross Vets Woolloongabba is our default veterinary surgery in the event of an emergency.
- We sometimes take photos of your dog/s for marketing purposes and for your client file, please let us know if you wish for us not to do so for your dog/s.

Thank you for your co-operation

Liz and the Team  
The Grooming Salon