



**PULSE**  
DOG WASHING  
& GROOMING

## **Pulse Dog Washing & Grooming Camden Terms of Service**

Thanks for choosing Pulse Dog Washing & Grooming Camden.

Please ensure you read the terms of service. By making a booking with Pulse Dog Washing & Grooming Camden you agree to the following terms & policies.

These terms & policies may be subject to change without notice. Please check back on social media pages and web pages for updates.

### **Bookings & Alterations to Services Policy**

Please choose the right service when booking, as time is allocated for that service. If a lesser service is wanted on the day, you will be charged 100% for the original booking, for example:

- Customer is booked in for a full groom service but decides on the day or within 24 hours notice for just a hygiene trim and wash. The customers will be charged for the original full booking.
- Customer books 3 dogs but decides to only do 2 on the day or within 24 hours' notice. The customer will be charged for the original full booking.

### **Rescheduling & Cancellations Policy**

Last minute cancellations really cause small local service businesses big losses as they can't fill those spots causing a loss on the day.

Please give 48 hours' notice of a cancellations or rebooking, as it is much appreciated so we can fill the spot. If a booking is cancelled or rescheduled within 24hrs of the booking date a 100% booking fee will be invoiced and must be paid within 7 days. Invoices will incur a additional 10% late fee each week until paid. A debt collecting services may be assigned to recover late or not paid invoice payments.

### **No Shows Policy**

Sometimes grooming appointments are forgotten. Pulse Dog Washing & Grooming Camden sends out automatic booking reminders 48 hours from the booking and on the day to customers.

So that no one else misses out on their booking on the day, if you are unable to be contacted within 10 minutes on the day of your bookings it will be cancelled, and you will be invoiced 100% of the booking.

### **Health & Well-being Policy**

Pulse Dog Washing & Grooming Camden is concerned for your dog's health. Please let us know if they have any health, old age or skin conditions or need assistance prior to your appointment so we can assist.

Also reschedule if your dog is on heat or if you notice that your dog is unwell prior to your appointment please. Help us keep risk to a minimum.



# PULSE

DOG WASHING  
& GROOMING

## **De-Matting Policy**

Pulse Dog Washing & Grooming Camden does not perform de-matting on dogs with severe matting, as it is time consuming and causes your dog pain and puts them off grooming. For extreme matting tight to the skin your dog will have to be shaved. Pulse Dog Washing & Grooming Camden will not be liable for any injuries caused to matted pets.

If matting is not bad and won't cause discomfort. A de-matting service will incur a fee starting from \$20.

## **Biting, Anxiety, Fears & Aggression Policy**

Dogs that show severe aggressive behaviour, vocalising, relieving themselves and erratic behaviour and can't be groomed.

Pulse Dog Washing & Grooming Camden will have the right to cease the groom if behaviour issues become severe, for the safety of the groomer and your dog and you will be charged 100% fee.

## **Photographs & Social Media Policy**

Pulse Dog Washing & Grooming Camden will take photos of your dog for marketing purposes and may display the name and dog breed. Please let us know on the day if you do not want your dog's photos featured on website or social media.

## **Grooming Policy**

Pulse Dog Washing & Grooming Camden takes all reasonable efforts to care for your dog. Grooming can expose hidden medical problems or aggravate old ones.

The unpredictable behaviour of dogs can sometimes lead to accidents like nicks, or cuts due to the sharp equipment used by groomers.

By booking an appointment you agree to not hold Pulse Dog Washing & Grooming Camden liable for any accidents that may occur or Vet bills.

## **Fee's & Charges Policy**

All EFTPOS transactions will incur a 2% fee



**PULSE**

DOG WASHING  
& GROOMING

SERVICE WITH HEART

**1300** MYPULSE  
697857