

PULSE DOG WASHING GLENELG

TERMS OF SERVICE



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

These terms & conditions 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 like Pulse Dog Washing Glenelg, substantial losses as we can't fill those cancellations with such short notice, 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 Glenelg sends out automatic booking reminders 48 hours from the booking. Please ensure you know when your booking is, as if you are unable to be contacted on the day, we will stay for 10 minutes to try and get in contact with you. Thereafter, your booking will be cancelled, and you will be invoiced 100% of the booking fee.

Health & Well-being Policy

Pulse Dog Washing Glenelg 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. If your dog is on heat, please let us know so that you can be rescheduled.



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De-Matting Policy

Pulse Dog Washing Glenelg 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 Glenelg 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.

If matting is not previously advised of prior to booking, and we arrive and determine that your dog has matting, there will be an additional service fee of \$20 to de-matte the dog.

Biting, Anxiety, Fears & Aggression Policy

For dogs that show severe aggressive behaviour, vocalising, relieving themselves and erratic behaviour and can't be groomed, Pulse Dog Washing Glenelg 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.

If you have not notified Pulse Dog Washing Glenelg of the potential behaviours that your dog might display, which results in a cancellation of service, or a lesser service provided then original quoted, you will still be charged a 100% fee of the original booking fee.

Photographs & Social Media Policy

Pulse Dog Washing Glenelg 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 Glenelg 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 Glenelg liable for any accidents that may occur or Vet bills.

We reserve the right to waive these fees based on circumstances

