

## Elizabeth Taylor's Canine Clips – Terms and Conditions

**Effective Date: 1<sup>st</sup> Jan 2025**

**Last Updated: 25<sup>th</sup> Feb 2025**

**1. Agreement to Terms and Conditions** By **presenting your dog for any service** provided by Elizabeth Taylor's Canine Clips (hereafter referred to as "the Salon"), the customer ("you" or "the Owner") acknowledges and agrees to be bound by these Terms and Conditions. These Terms and Conditions form a legally binding agreement under the laws of **Victoria and Australia**.

**2. Grooming Services & Pet Welfare** 2.1. The Salon is committed to providing a safe and pleasant grooming experience for all pets. Every effort will be made to ensure your pet's well-being during the grooming process.

2.2. The grooming process may uncover pre-existing conditions that were not previously noticeable. The Salon will notify you of any concerns but does not provide veterinary diagnoses. You may be advised to seek veterinary care if a condition is observed.

2.3. The grooming process typically includes a **warm hydro bath, a blow-dry, brushing, clipping/scissoring (if requested), nail trimming (if required), and external ear cleaning**. Ear plucking will be performed only upon request and to the extent that the pet allows.

2.4. All pets must be kept on a leash or carried when entering and exiting the Salon for their safety.

2.5. Dogs will be kept separated from one another to ensure safety.

**3. Matting Policy** 3.1. Severely matted coats pose risks to the pet's health and may require close clipping. The Salon will not cause undue stress to any pet by excessive dematting.

3.2. Removing a matted coat may result in nicks, cuts, abrasions, skin redness, self-inflicted irritation, and possible hair regrowth issues. The Owner acknowledges and accepts these risks.

3.3. In rare cases, removing matted fur from the ears may lead to bruising due to head-shaking. Veterinary attention may be required.

3.4. There will be an additional charge for dematting services due to the time and equipment required. **Regular grooming every 4-8 weeks is recommended to prevent matting.**

**\*\*4. Flea Policy**

4.1. If fleas are found on your pet, the Salon will administer a flea treatment at an additional charge to ensure a clean environment for all clients.

4.2. If your pet has sensitivities to flea shampoos or treatments, it is your responsibility to inform the Salon prior to the appointment. The Salon will not be held responsible for any reactions if sensitivities were not disclosed.

**5. Accidents & Liability** 5.1. Although rare, accidents may occur during grooming. Grooming equipment is sharp, and despite extreme caution, minor injuries such as **cuts, nicks, and scratches** can happen, particularly if a pet is moving excessively.

5.2. In the event of an accident, you will be notified immediately. If veterinary care is deemed necessary and the Owner is not available, the Salon will seek immediate care at either **Benetook Veterinary Clinic or Mildura Veterinary Hospital** unless a preferred clinic has been specified in advance.

5.3. The Salon is **not liable** for any pre-existing conditions uncovered during grooming or any veterinary expenses resulting from grooming-related incidents, except in cases of **negligence** on the part of the Salon.

**6. Appointments, Drop-Offs & Cancellations** 6.1. Please **arrive on time** for your appointment. Arrivals **more than 15 minutes late** may result in appointment cancellation at the Salon's discretion.

6.2. If you anticipate a delay, please notify the Salon in advance. 6.3. Cancellations must be made at least **24 hours in advance** to allow appointment rescheduling. Failure to provide notice, or repeated missed appointments may result cancellation of future appointments.

**7. Late Pick-Up Policy** 7.1. Pets must be collected **within one hour** of notification that they are ready or at the mutually agreed time.

7.2. If you are late past the Salon's closing time, a **fee of \$4.40 per every 6 minutes** will be charged. The Salon does not have fixed closing hours and will close once all scheduled grooming has been completed for the day.

## **8. Payment & Pricing**

8.1. **Pricing is not fixed** and is based on your pet's behaviour, coat condition, service type, and grooming frequency. Prices may vary between visits.

8.2. **Payment is due at pick-up.** The Salon **only accepts CASH or CHEQUES.** EFTPOS facilities are **not available.**

**9. Limitation of Liability & Indemnification** 9.1. By using the Salon's services, the Owner agrees that the Salon, its staff, and representatives shall not be held liable for any pre-existing health conditions that may be exacerbated during the grooming process.

9.2. The Owner indemnifies and holds harmless the Salon against any claims, losses, damages, costs, or expenses arising from the grooming process, except in cases of gross negligence or willful misconduct.

**\*\*10. Governing Law**

10.1. These Terms and Conditions are governed by the **laws of the State of Victoria**.

10.2. Any disputes arising from these Terms and Conditions shall be subject to the **jurisdiction of Victorian courts**.

**By presenting your pet at Elizabeth Taylor's Canine Clips, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.**