Wags’n’Whiskers

Pet Grooming Salon Booking Policy

Appointments & Booking

By booking an appointment with our salon, you agree to the terms and conditions outlined in this policy. These policies are in place to ensure the safety, comfort, and wellbeing of all pets, clients, students, and staff.

Training Salon Notice

We are a training salon. Depending on the service selected at the time of booking, your pet's groom may be completed by a student groomer under the direct supervision of a qualified and experienced grooming professional.

Pricing reflects the level of service selected, and discounted training appointments are offered with the understanding that a supervised student may carry out part or all of the grooming service.

Arrival Times & Late Fees

Clients are expected to arrive at their scheduled appointment time.

Arrivals more than 15 minutes late may result in the appointment being shortened, rescheduled, or cancelled at our discretion.

A late fee may be charged for pets arriving late where the appointment can still be accommodated.

If the appointment cannot proceed due to lateness, the full booking fee may be charged.

Cancellation & No-Show Policy

We require a minimum of 24 hours' notice for appointment cancellations or rescheduling.

Cancellations made with less than 24 hours' notice will incur a cancellation fee of 50% of the scheduled service.

Failure to attend a booked appointment without notice ("No-Show") will incur 100% of the scheduled service fee.

Repeated late cancellations or no-shows may require prepayment for future bookings.

Flea Policy – Zero Tolerance

For the health and safety of all pets visiting our salon, we operate a strict zero-tolerance flea policy.

Pets presenting with live fleas, flea dirt, or evidence of active infestation will be immediately assessed by salon management.

A flea treatment and deep-cleaning fee will be charged to cover the additional sanitation and biosecurity measures required to protect other pets and the salon environment.

The salon reserves the right to refuse or discontinue the grooming service if a flea infestation is discovered.

Any associated cleaning, treatment, and downtime costs will be added to the client's invoice.

Matting Policy

The welfare of your pet is our highest priority.

We do not groom pets that are severely matted.

Severe matting can cause pain, skin damage, bruising, restricted movement, and significant stress to your pet. For this reason, any pet assessed by our team as being severely matted will not be groomed.

The decision as to whether a pet is severely matted rests solely with the salon.

If a pet arrives for a scheduled appointment and is found to be severely matted, the grooming service will be refused.

As the appointment time has been reserved and cannot be reallocated at short notice, the full booking fee will still be charged.

Mild to moderate matting may incur additional charges due to the extra time and care required.

By booking an appointment, you acknowledge and accept that severely matted pets will not be groomed and that the full appointment fee will apply if the condition of the coat prevents the service from being carried out.

Health & Behaviour

Clients must inform the salon of any medical conditions, injuries, allergies, behavioural concerns, or history of aggression before the appointment.

The salon reserves the right to refuse or discontinue any service if a pet displays behaviour that poses a risk to itself, other animals, students, clients, or staff.

In such cases, charges may still apply for time spent and handling required.

Payment

Payment is due upon completion of the service unless otherwise agreed.

- Additional charges may apply for:
- Behavioural handling requirements
- Flea treatment and salon sanitation
- Late collection of pets
- Additional grooming time requested by the owner

Agreement

By booking an appointment, you acknowledge that you have read, understood, and agree to this Booking Policy and all associated fees and conditions.