



SALON POLICY

LATE DROP OFF AND LATE PICK UP:

We rely on clients arriving on time to keep the day running smoothly. Please let us know if you will be more than 15 minutes late as we may need to re-schedule and a last-minute cancellation fee may apply. Unless otherwise arranged, we ask that dogs be picked up within 60 minutes of being notified or we may move them into day care at an additional charge.

GENERAL HANDLING AND ACCIDENTS:

Please understand that we are working with live animals. Although caution and care is taken in all situations, and problems are rare, there is always the risk of accidents. It is possible for the grooming process to expose hidden medical concerns or inadvertently aggravate existing conditions. Matted coats and difficult behaviour increase the risk of problems and accidents.


CANCELLATION AND NO SHOWS:

Please provide 24 hrs notice if you are unable to keep or need to reschedule your appointment otherwise you will incur a cancellation fee.

DURATION:

Grooming appointments are generally 2-3 hours. We do our best to stay on schedule. We will call or text when your dog is ready.

Get in Touch

 (02) 8386 1318

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