



Pawfect Policies

Safety and welfare

To help us ensure the safety and welfare of the pet, the owner must inform the salon of any health and/or medical issues the pet may be having. This may include heart conditions, surgical history, old age, medication, etc.

For the safety of the other pets at the shop as well as staff members, owners must disclose if their pet has any behavioural issues such as aggression towards humans or other animals, anxiety or anti-social behaviour. Failure to do so may result in refusal of service and/or inability to book with us in the future. For the safety and wellbeing of our staff, if any incident such as biting or other aggressive behaviours occur, we have the right to stop the service as we seem fit.

For the benefit of both the pet and groomer, if your pet is showing signs of extreme stress, we will not continue with the groom or we may skip stressful procedures such as nail clipping, feet trimming, etc.

Matting

While we are extremely careful when grooming pets with matted coats, there is a risk of nicks, cuts, rashes or abrasions due to warts, moles, or skin folds trapped in the matted coat. Removal of the matting may also reveal skin irritations such as mould, rashes, fleas, which are caused by moisture trapped inside the coat. A matted coat can result in itchiness, skin redness and/or irritation and rashes.

There will be an additional charge for this service, depending on the severity, because of the extra time required to slowly and carefully remove your pet's mats. Please also be aware that your pet's hair may require a shorter haircut if we deem the matting to be extreme.

As the owner, you are responsible for the condition of your pet's coat and may not hold us responsible for your pet's skin and coat condition when they come with a matted coat. Please have your pet regularly groomed to avoid severe matting in the first place.

Late arrivals and no shows

We have a STRICT 15 minute waiting period for late arrivals. Anything later than this will be considered as a no show and will result in your appointment being cancelled. Please have the courtesy to let us know if you will be running late.

Exceeding two no shows or a failure to provide notice will **not** be tolerated, and may result in an inability to book with us in the future. Any no shows/failure of notice will be asked to provide a \$40 deposit by direct debit to secure any future bookings, as it compensates for lost time. We appreciate clients who value our time as much as we value yours.

Rescheduling and cancellations

When rescheduling, we will try our best to accommodate and find a suitable time, however please be aware that we cannot guarantee specific times. We ask that you be mindful of cancellations, if you are unable to make your scheduled booking, we ask that you let us know at least 24 hours beforehand.

Excessive cancellations may also lead to an inability to book in the future or may be asked to provide a deposit before securing your booking. We ask that you be considerate and mindful of us and other customers' time and that when you cancel at the last minute, we lose the few hours that were put aside for your pet.

While we understand that unforeseeable circumstances may arise, repeated occurrences of rescheduling or cancellation may result in having to provide a deposit or in extreme cases, inability to book with Pawfect in the future.

EXTRA CHARGES AND ALTERATIONS

Any extra charges will always be discussed before the grooming starts. Deshedding fees start from \$20 and will vary depending on how much the pet is shedding and the time spent on deshedding.

Dematting fees start at \$15, and will vary depending on the severity and placement of the matts. This is because dematting is labour intensive, higher risk and takes extra time. When dematting is discussed, there is never a guarantee that we will be able to dematt; the matting may be too severe or the pet may be unfit for dematting.

Please make sure that you have thoroughly read through our spa menu, and what each service includes. Our services cannot be customised or interchanged. Any requests that are not included in the service may have an extra charge.

While we encourage pets to socialise, we do not have enough capacity to keep your pets for a long time. A late collection fee of \$12/hour applies if your pet is not picked up within 30 minutes of when they are finished. This fee will also apply if you are more than 30 mins early to your appointment.

If you are not satisfied with your pet's haircut, you must let us know within 48 hours, and we will schedule a time for you to come back in to fix up the groom. Anything after this time period will not be considered.