



IMPORTANT

Dog Day Spa Policies

for ALL clients

JANUARY 01, 2024

- 1. Late arrivals.**
- 2. Missed appointments & Cancellations.**
- 3. Unwell Dogs.**
- 4. Payments.**
- 5. Late pick ups.**

LATE ARRIVALS: (DON'T BE!!!!)

Please try to arrive up to 10 minutes early for your appointment.

Arriving late deprives you of precious grooming minutes as each session will be ended at the allocated time as a courtesy to my next client.

Sometimes running late is beyond your control, if this happens please call or text me asap to let me know so I can advise if I will have enough time to complete your planned groom or need to

reduce to a bath and tidy and then rebook a full groom at a later date.

Please note that if due to your lateness, the appointment must be altered or cancelled you will be billed for a **full groom** as I have already allocated my time to you.

Please also be mindful of heavy traffic times such as school pick up and peak hours.

I will always try my best to accommodate you, however my schedule is tight as I am the sole groomer and provide one on one grooming to ensure the best for your fur baby.

MISSED APPOINTMENTS AND LATE CANCELLATIONS:

All appointments made with Dog Day Spa are specifically set aside for your dog alone.

Please make appointments that you know you will be able to keep.

I require a minimum of 48 hours notice to change or cancel an appointment or this will be considered a missed appointment.

Reminder texts are sent as a courtesy. If you reply to my reminder text that you can no longer make your appointment, this will be considered a missed appointment.

I also offer fridge magnets with your yearly appointments for your convenience.

Missed or late cancellations will be charged at the full grooming price, however I will try my best to fill your appointment and your fee may be waived.

Customers with three repeated missed or late cancellations will be required to prepay or find another groomer.

UNWELL DOGS:

If your dog is unwell, eg cough, diarrhoea, lethargy, recent seizures etc please do not put your dog through a grooming session. Grooming is a lot for a dog to go through, even more so when they are unwell.

If your dog is an anxious dog, do not feed your dog for at least 6 hours prior to their appointment.

Extra fees for clean up of diarrhoea and vomit could be added to your bill, plus a second bath and blow dry if required.

PAYMENT:

I offer these methods

CASH or **OSKO** bank transfers **ONLY**.

If you pay via Bank transfer please read the conditions carefully.

Payments MUST be via OSKO (these are an immediate payment)

Payments MUST be made BEFORE or AT TIME of collection, **NO EXCEPTIONS!** I will not be chasing people up for payment this year! If I do, then you will be put to cash only.

Once paid, you MUST send through or show me the screenshot of the transfer.

****Again NO EXCEPTIONS to the above conditions.****

DETAILS

BSB: 083155

ACC: 483 969 384

NAME OF ACCT: Anita Pearce

REFERENCE: Your Dog's name

LATE COLLECTION / PICK UP:

I am a cage free salon so prompt pick up is required in order for me to keep all dogs safe.

Late pick up must be pre organised (late is over 30 min after I Text or call)

A dog sitting fee of \$1 per minute will be charged for delayed pick up unless previously negotiated. All I ask is that you respond with a time you will be back to collect your fur baby.

Early drop off is often available, please discuss with me before your appointment.

Thank you for choosing Dog Day Spa and trusting me with your precious fur babies

HOURS

Tuesday

Wednesday

Thursday

Friday

9am to 4:30pm

www.dogdayspa.com.au

0407 763 674

bookings@dogdayspa.com.au

Edithvale, Melbourne