



# CLIENT POLICY

Toby's Dog Grooming

[tobysdoggrooming.com](http://tobysdoggrooming.com) | 4/1 Jewel Way, Banksia Grove WA

Version 1.1 | 2026

*By booking an appointment with us, clients agree to the policies outlined in this document.*



## TABLE OF CONTENTS

- 1. Welcome and How a Groom Day Works ..... 3
- 2. Bookings and Appointments ..... 3
- 3. Cancellation, Rescheduling and No-Show Policy ..... 4
- 4. Pricing..... 5
- 5. Payment ..... 6
- 6. Health, Safety and Animal Welfare ..... 7
- 7. Groom Stopped Before Completion ..... 9
- 8. Incidents and Liability ..... 10
- 9. Communication and Photography ..... 10
- 10. Privacy and Your Information ..... 11
- 11. Contact Us..... 12

## Document Control

<b>Business Name</b>	Toby's Dog Grooming
<b>Legal Entity</b>	Toby Group Pty Ltd
<b>Address</b>	4/1 Jewel Way, Banksia Grove WA 6031
<b>Website</b>	tobysdoggrooming.com
<b>Email</b>	hello@tobysdoggrooming.com
<b>Phone</b>	0455 492 337
<b>Document Title</b>	Client Policy
<b>Applies To</b>	All Clients of Toby's Dog Grooming
<b>Jurisdiction</b>	Western Australia
<b>Version</b>	1.1
<b>Issue Date</b>	2026
<b>Review Date</b>	Annually or as required
<b>Document Owners</b>	Jordan Williams & Hayley Williams

## Version History

Version	Date	Author	Summary of Changes
1.1	April 2026	Jordan Williams	Initial release.



## 1. Welcome and How a Groom Day Works

Welcome to Toby's Dog Grooming. The safety and wellbeing of every dog in our care is our highest priority, and we're committed to making each visit smooth and stress-free for you and your dog.

This policy explains how we work together. Most clients never need to refer to it, but if a question comes up, the answer is here.

### 1.1 What to Expect on the Day

- Drop-off: We greet you at the salon and your dog has a coat and skin check. We'll confirm the service, talk through any concerns, and give you a collection time estimate.
- Groom: Your dog is groomed by an experienced groomer using low-stress handling techniques. We take breaks as needed.
- Collection call: We call when your dog is ready. Please keep your phone accessible during the appointment.
- Pickup: You collect your dog within an hour of our call, settle the bill, and head home with a fresh, happy pup.

If anything unexpected comes up during the groom (a skin issue, severe matting, or a concern about your dog's comfort), we'll always contact you before deciding next steps.

### 1.2 Our Commitment to You

- We will treat your dog with care, patience, and respect at all times.
- We will be transparent about pricing, timing, and any concerns we identify.
- We will never push a service or product you haven't agreed to.
- If anything goes wrong, we will tell you straight away and work with you to put it right.

## 2. Bookings and Appointments

### 2.1 How to Book

- Appointments can be made online via our website at [tobysdoggrooming.com](http://tobysdoggrooming.com), or by phone or in person during salon hours (Monday to Saturday, 9:00am – 5:00pm).
- Bookings are subject to availability and are confirmed once you receive a confirmation via your preferred contact method.
- Please ensure all details are accurate at the time of booking, including your dog's name, breed, size, and any known health or behavioural concerns.

### 2.2 New Client Form

Before your dog's first appointment, we'll ask you to complete a single New Client Form. It covers everything we need to look after your dog properly:

- Breed, age, weight, and coat type
- Known health conditions, allergies, or medications
- Behavioural history, including any history of aggression or anxiety



- Emergency contact details
- Photography consent for our social media (optional, see Section 9)
- Agreement to this Client Policy and our standard liability waiver
- Where applicable, the Senior or Special Needs Disclaimer (see Section 6.5)

#### **Please Be Open With Us**

We rely on the information you provide to keep your dog safe. If a known health condition, aggression history, or recent flea infestation isn't disclosed and we discover it during the groom, we may need to stop the appointment.

We'd much rather know upfront. There's no judgement, just better care for your dog. Where information is significantly incomplete or inaccurate, Toby's Dog Grooming may decline service.

### **2.3 Returning Clients**

- Returning clients don't need to complete a new form unless their dog's health or behavioural status has changed.
- Please notify us of any changes to your dog's health, medications, or behaviour prior to your appointment.
- Client records are maintained digitally and updated after each visit.

### **2.4 Arrival**

- Please arrive at your scheduled appointment time. Arriving significantly early or late may affect your dog's groom time.
- Dogs must be on a lead upon arrival and remain so until handed over to our team.
- A collection time estimate will be given at drop-off. Please ensure your phone is accessible for the duration of the groom.
- If you're running late, please contact us as soon as possible. Arrivals more than 15 minutes late may result in rescheduling and a late fee. Late fees are advised at the time and must be paid prior to your next appointment.

## **3. Cancellation, Rescheduling and No-Show Policy**

We understand that life happens. We ask for as much notice as possible when cancelling or rescheduling so we can offer the appointment to another client.



Notice Given	Outcome
48 hours or more	No fee. Appointment cancelled or rescheduled at no charge
Less than 48 hours	50% of the scheduled groom fee may be charged
No-show with no contact	100% of the scheduled groom fee may be charged
Repeat no-shows (2+)	Pre-payment required to secure future bookings

- Cancellation fees apply to the booked service price based on your dog's breed, size, and coat at time of booking.
- Any outstanding cancellation or no-show fee must be paid prior to your next booking.
- In the event of a genuine emergency, including illness or injury to your dog requiring veterinary attention, fees may be waived at the discretion of the Business Owners. Please contact us as soon as possible.
- To cancel or reschedule, contact us by phone or via the online booking system at [tobysdoggrooming.com](http://tobysdoggrooming.com).

## 4. Pricing

Our pricing is based on your dog's breed, size, and coat condition. A quote will be provided at the time of booking based on the information you provide. Final pricing is confirmed at drop-off following a pre-groom assessment.

All quoted prices include GST.

### 4.1 Pricing Factors

- Breed and size of dog
- Coat type and condition
- Service selected
- Add-on services
- Time required (additional time charges apply only for time spent on the service, not for anxious or senior dogs in general)

### 4.2 Pricing Variations

- Quoted prices are estimates based on information provided at booking. Final pricing may vary if the dog's coat condition or behaviour differs significantly from what was described.
- Any variation to the quoted price will be communicated to you before additional work commences. You decide whether to proceed.
- Severely matted coats may require additional time or a shave-down (see Section 6.2 for details).
- Prices are reviewed periodically. Updated pricing will be reflected on our website and communicated to existing clients.



### 4.3 Other Fees You May See

Specific fee amounts vary depending on the situation and are advised to you at the time. All additional fees must be paid prior to your next appointment.

- Late arrival fee (when an appointment has to be rescheduled because of late arrival)
- Cancellation fees (see Section 3)
- Flea or tick discovery service charge (covers sanitisation of grooming areas)
- Dematting time fee or shave-down fee, only with your consent (see Section 6.2)
- Holding fee for uncollected dogs (see Section 5.3)
- After-hours collection fee of \$1 per minute past 5:15pm for last-appointment collections (see Section 5.3)

## 5. Payment

### 5.1 Payment Methods

Payment is due at the time of collection. We accept the following payment methods:

- Cash
- Card (EFTPOS / credit card)
- Afterpay

We do not offer payment plans or accounts. Payment is required in full at the time of collection.

### 5.2 No Deposit Required

We do not currently require a deposit at the time of booking. Clients who accumulate two or more no-shows may be required to pre-pay to secure future appointments (see Section 3).

### 5.3 Uncollected Dogs

- A collection time estimate will be provided at drop-off. Please ensure your phone is accessible for the entire duration of your dog's appointment so we can reach you promptly when they are ready.
- Dogs must be collected within 1 hour of being notified that their groom is complete. We are a grooming salon, not a boarding facility.
- If we are unable to reach you after multiple attempts, your emergency contact will be called.
- Any holding fee incurred is advised at the time and must be paid prior to your next appointment.



### **Last Appointment of the Day**

Our salon closes at 5:00pm. Clients booked as the last appointment of the day will be advised at drop-off that their dog will be ready by 5:00pm and must be collected by that time.

Dogs not collected by 5:15pm will incur a late collection fee of \$1 per minute past 5:15pm.

If we run behind on the day for reasons at our end, the 5:15pm cut-off shifts accordingly. You won't be charged for a delay we caused.

This fee must be paid prior to your next appointment.

## **6. Health, Safety and Animal Welfare**

The safety and wellbeing of every dog in our care is our highest priority. The following policies exist to protect your dog, our team, and the other dogs in the salon.

### **6.1 Health Requirements**

- Please do not bring your dog to an appointment if they are unwell, showing signs of illness, or have been diagnosed with a contagious condition.
- If your dog needs veterinary attention before their appointment and you need to cancel, no cancellation fee will be charged provided you let us know with reasonable notice (ideally as soon as you know). Late cancellations may still be subject to the no-show policy.
- If your dog is on medication, please advise us at the time of booking and again at drop-off.
- Dogs with known skin conditions, allergies, or sensitivities must be disclosed prior to the appointment so we can select appropriate products.
- If your dog has recently had surgery or an injury, please inform us and provide any relevant veterinary advice before the appointment.

### **6.2 Matting Policy**

Severely matted coats require special handling and may not be able to be dematted without causing pain or injury to your dog.

- A thorough coat inspection is conducted at drop-off. Please allow time for this as it helps us plan the groom and identify any concerns upfront.
- If matting is identified after drop-off during the groom, we will contact you before proceeding.
- In cases of severe matting, a shave-down may be the only humane option. Your written consent is required before we proceed.
- We will never attempt to demat a coat that would cause pain or distress to your dog.
- Additional fees may apply for dematting or shave-downs. We will explain what's involved and give you the cost before commencing. You decide whether to proceed.
- To help avoid matting, we recommend keeping to a regular grooming schedule based on your dog's service type (see below).



### Recommended Grooming Schedules

Full Groom: Every 6–8 weeks (recommended)

Style Groom: Every 4–6 weeks (REQUIRED minimum for all long length / style cuts to avoid matting)

Deshedding: Every 8–10 weeks (recommended)

Style grooms are the only service with a required minimum schedule. Dogs on style grooms that fall outside the 6-week minimum may need a shorter trim or a shave-down at the next visit.

We'll always discuss this with you first.

### 6.3 Flea and Parasite Policy

- If fleas are discovered on your dog upon arrival or during the groom, we will contact you immediately.
- Your dog will not be groomed further until a full veterinary-approved flea treatment has been completed.
- A flea discovery service charge will be applied to cover the cost of sanitising grooming areas and surfaces. No full groom fee will be charged. This fee must be paid prior to your next appointment.
- Please be transparent about your dog's parasite prevention history. If you know your dog has fleas, please treat them before the appointment.

### Tick Found on Your Dog

If our team finds a tick on your dog, we will safely remove it using tick removal forceps and let you know at collection. We'll advise you to monitor your dog and consult your vet if you have any concerns.

Paralysis ticks (*Ixodes holocyclus*) are not established in WA but can occasionally appear on dogs that have travelled from eastern Australia. If we suspect a paralysis tick, we will contact you immediately and recommend you take your dog to a vet without delay.

### 6.4 Aggressive or Reactive Dogs

- Please disclose any history of aggression, biting, or reactivity at the time of booking. This helps us prepare and keep your dog and our team safe. There's no judgement; many dogs find grooming stressful.
- A liability waiver must be signed by owners of dogs with a known aggression history before grooming commences. The waiver is part of the New Client Form.
- Our groomers may stop a groom at any point if they believe there is a risk of injury to your dog or our staff.
- A fee for work completed will be charged if a groom is stopped due to aggression.



- If a dog poses an ongoing safety risk despite our best efforts, we may need to decline future appointments. We will always discuss this with you first and, where possible, suggest alternatives (such as a vet-supervised groom).

### 6.5 Senior and Special Needs Dogs

We love senior dogs and are experienced in caring for older or medically complex dogs. Owners of dogs that meet the senior thresholds below, or any dog with significant health conditions, will be asked to sign a Senior or Special Needs Disclaimer as part of the New Client Form.

Dog Size	Age Considered Senior
Large breeds (over 25kg)	7 years and older
Medium breeds (10–25kg)	8 years and older
Small breeds (under 10kg)	10 years and older

The disclaimer is short and simply confirms that you understand the following:

- Grooming can be physically taxing for older or medically compromised dogs, and we will use minimal-stress handling and take regular breaks.
- If we identify any concern during the groom, we will stop and contact you immediately.
- Pre-existing conditions may be aggravated by the grooming process, and Toby's Dog Grooming is not liable for the worsening of conditions present before the appointment.

If your dog's condition changes between visits, please let us know. We may ask you to update or re-sign the disclaimer.

## 7. Groom Stopped Before Completion

On rare occasions, a groom may need to be stopped before it is complete. We will always contact you immediately if this occurs and explain the reason clearly.

Reason Groom Stopped	Fee Charged
Fleas or ticks discovered / undisclosed condition	Flea discovery service charge only
Severe matting (owner declines shave-down)	No fee for the assessment; we'll discuss next steps with you
Severe matting (work begun under owner consent)	Fee for additional time spent
Aggression or safety risk to staff	Fee for work completed to that point
Health concern identified on the dog	No fee charged



- The groomer in charge will use their professional discretion in all cases.
- All stopped grooms are documented in your dog's digital record.
- We will always act in your dog's best interest and communicate openly with you.

## 8. Incidents and Liability

### 8.1 Unexpected Findings

- If our groomers identify an unexpected health concern during your dog's groom (e.g. a lump, skin irritation, or injury) that requires immediate attention, we will contact you straight away.
- We are not veterinarians. Any concerns we raise are observations only and should be assessed by your vet.
- We will always document any findings in your dog's digital record.

### 8.2 Minor Nicks and Irritations

Despite the utmost care, minor nicks or skin irritations can occasionally occur during grooming, particularly on dogs with thin skin, heavy coats, or who move unexpectedly during the groom.

- We will always disclose any minor injuries to you at the time of collection.
- Basic first aid will be applied if required.
- If veterinary attention is needed, we will advise you immediately and provide the details of the nearest emergency vet.

### 8.3 Liability

Toby's Dog Grooming holds public liability insurance. By booking with us, clients acknowledge and agree to the following:

- Toby's Dog Grooming will take all reasonable care of your dog while in our care.
- We are not liable for pre-existing health conditions that may be aggravated by the grooming process.
- Owners of dogs with known aggression or health conditions accept additional risk by agreeing to proceed with grooming (as documented in the signed waiver).
- In the event of a serious incident, Toby's Dog Grooming will notify its insurer promptly and keep you informed.

## 9. Communication and Photography

### 9.1 Client Communication

- We will contact you when your dog's groom is complete and ready for collection.
- If anything unexpected arises during the groom, we will contact you as soon as possible. Please ensure your phone is accessible during your dog's appointment.



- Complaints or concerns are best raised with us directly, by phone, in person, or via email. We are committed to resolving any issues promptly and fairly.
- Written complaints will be acknowledged within 2 business days, and we will aim to provide a response or outcome within 5 business days.
- We can resolve concerns much faster if you contact us directly. Where possible, please use phone, email, or in person rather than public social media. We may not be able to respond appropriately to a public post.

## 9.2 Photography and Social Media

- We love sharing our work! With your consent (collected on the New Client Form), we may photograph or film your dog during or after their groom for use on our social media and website.
- You can withdraw your consent at any time by contacting us.
- Photos and videos will never include identifying personal information about you as the owner.
- If you have not provided consent, your dog will not be featured in any of our content.

## 10. Privacy and Your Information

We treat your information with care and only use it to look after you and your dog. This section explains what we collect and how we look after it.

### 10.1 What We Collect

- Your name and contact details (phone, email, address) so we can confirm bookings and reach you on the day.
- Information about your dog, including breed, age, health conditions, and behavioural notes, so we can groom them safely.
- Notes from each visit, so we can pick up where we left off and look after your dog consistently over time.

### 10.2 How We Use and Store It

- We use your information only to provide grooming services and communicate with you about your appointments.
- All client records are stored digitally and securely. Access is limited to staff who need it to do their job.
- We will not share your information with third parties without your consent, except where required by law.
- Records are retained for 7 years after your most recent appointment, after which they are securely deleted. This aligns with standard Australian business records practice.

### 10.3 Your Rights

- You may request a copy of the information we hold about you and your dog at any time.



- You may ask us to correct any information that is incorrect or out of date.
- You may ask us to delete your records sooner than the 7-year period. We will do so unless we are required to keep them by law.
- To make a privacy or general enquiry, contact us at [hello@tobysdoggrooming.com](mailto:hello@tobysdoggrooming.com).

## 11. Contact Us

We are always happy to hear from you. If you have any questions about our policies, your dog's appointment, or a concern you would like to raise, please get in touch.

### **Toby's Dog Grooming**

Address: 4/1 Jewel Way, Banksia Grove WA 6031

Website: [tobysdoggrooming.com](http://tobysdoggrooming.com)

Email: [hello@tobysdoggrooming.com](mailto:hello@tobysdoggrooming.com)

Phone: 0455 492 337

Hours: Monday to Saturday, 9:00am – 5:00pm

*Thank you for choosing Toby's Dog Grooming.*

*We look forward to seeing you at the salon.*

**Toby's Dog Grooming | [tobysdoggrooming.com](http://tobysdoggrooming.com)**