

SANDY'S GROOMING TAILS & K9 CAFÉ

DOGS DIG IT, YOU'LL LOVE IT!

Master Store Policy & Service Agreement

Welcome to Sandy's Grooming Tails & K9 Café. This comprehensive agreement outlines store policies and expectations across all services. By utilizing our facility, shop, or booking through this system, you agree to comply with the terms below.

1. GENERAL STORE ENTRY & CONDUCT

- **Leash Requirement:** All dogs must remain securely on a short lead when entering and moving throughout the facility, shop corridors, and retail areas.
- **Toileting:** Dogs must be toileted outside prior to arrival. Owners are responsible for immediate cleanup; extra fees may apply for excessive cleanup inside professional service areas.
- **Conduct:** Zero tolerance for abuse or harassment directed toward staff, management, or other clients. Owners accept full legal and financial responsibility for their dog's behaviour and actions at all times.

2. VACCINATION & PARASITE POLICY

VACCINATION RECOMMENDATION & LIABILITY

Status: We strongly recommend that all dogs and puppies using our hub are fully vaccinated according to veterinary guidelines to maximise community defence.

Liability: It is the owner's responsibility to protect their pet. We maintain rigorous cleaning protocols but are **NOT liable for any veterinary costs** stemming from illnesses in unvaccinated or partially vaccinated pets.

- **Parasites:** All dogs must be up-to-date on worming and completely free from fleas and ticks. If parasites are found during a service, mandatory treatment will be given at the owner's expense.

3. GENERALIZED GROOMING SALON POLICIES

- **Pricing & Estimates:** Quotes provided over the phone or without physical assessment are baseline estimates. Final pricing depends on coat condition, size, behaviour, or specialised styling needs.
- **Cancellations & Timing:** Habitual late cancellations or no-shows may require an upfront, non-refundable deposit for future bookings. Standard grooming takes 2–4 hours; please declare any tight deadlines before the appointment.
- **Coat Care & Welfare:** Severely matted coats will be clipped short for the welfare of the dog rather than subjected to painful brushing. The salon is not liable for minor skin issues, nicks, or irritations uncovered by removing mats.
- **Double Coats & Reactions:** Shaving double-coated breeds is discouraged due to risks of coat damage, skin irritation, and sunburn. If a dog experiences skin product irritation within 24 hours post-groom, notify staff immediately.
- **Senior & Aggressive Dogs:** Frail or senior dogs are handled at the owner's risk; stressful sessions will be modified or stopped. Dogs displaying dangerous aggression will be isolated and muzzled if necessary, and owners must collect them promptly if services are terminated.
- **Late Collection:** Unarranged late pickups post-close will incur an after-hours care surcharge. Uncollected pets without owner communication may be referred to local council authorities.

4. STREAMLINED DAY BOARDING & BOARDING WITH PLAY

- **Program Criteria:** We offer interactive Day Boarding with Play (including rest, exploration, and staff play) and private Cubie-Only Day Boarding suites. Dogs must be healthy and symptom-free upon arrival.

- **Schedule & Fees:** Standard hours apply. Pre-arranged check-ins or pick-ups outside business hours will incur an out-of-hours care fee.
- **Socialisation Risks:** Unless explicitly instructed otherwise by the owner, dogs may participate in supervised off-leash play. Owners acknowledge that canine behaviour is unpredictable and accept common play risks (scratches, minor nicks).
- **Suitability:** Day boarding environments are not for every dog. If an animal exhibits severe separation stress or anti-social traits, we may politely refuse ongoing service.

5. DOG BEHAVIOURAL, DEVELOPMENTAL & OBEDIENCE TRAINING

- **Puppy Preschool:** Designed as an early foundational and positive socialisation window. It is strongly recommended that all puppies have received their initial vaccination dose at least 10 days prior to attending their first face-to-face class to ensure community health defences. Owners must immediately report any signs of lethargy, coughing, or stomach upset before arriving on-site.
- **Teen School (18 Weeks to 18 Months):** This specialised curriculum targets the critical adolescent developmental phase. Training focuses heavily on real-world impulse control, emotional neutrality, structural group socialisation, and organised outdoor pack walking. Owners must utilise approved standard training equipment (no extendable flexi-leads) and be physically capable of managing their dog during dynamic group movements.
- **Family Dog Training & Obedience Classes:** Focused on lifestyle compliance, clarity of communication, and strengthening the bond between handlers and their dogs. These structured classes take place in high-distraction environments (including near the K9 Café and social spaces). Handlers are expected to actively participate, practice homework guidelines between sessions, and remain respectful of other teams' personal space boundaries.
- **Behavioural Accountability & Safety:** While our programs are explicitly structured to guide, correct, and mature behavioural development, owners remain fully legally and financially accountable for their dog's actions during class.
- **Class Modification or Dismissal:** If a dog displays severe, unpredictable environmental stress, acute anti-social habits, or dangerous reactivity/aggression that poses a safety hazard to team members, other clients, or themselves, we reserve the right to pause their participation. The trainer may gently modify the session, transition the team to isolated individual consultations, or refuse ongoing group class enrollment for the welfare of the class.

6. K9 SOCIALS, PLAY AREA, CAFÉ & SHOP

- **Entering the Store:** When entering the shop, café, or play grounds with a dog, the customer explicitly assumes absolute legal and financial responsibility for their dog's actions, movements, and conduct. No exceptions.
- **On-Lead Control:** All dogs must enter and exit the store space on a secure, non-retractable lead. Inside the café and retail shop areas, dogs must remain controlled on a short lead and are not permitted to wander into operational counters or display shelves.
- **Continuous Supervision:** Owners must maintain constant visual contact, close proximity, and strict physical control over their dogs at all times while utilizing the café, shop, and social environments. Dogs must never be tied up or left unattended under any circumstances.
- **Interaction Boundaries:** For the safety and comfort of all patrons, shoppers, and staff, owners must ensure their dogs do not crowd, uncomfortably approach, or disrupt other animals or humans without explicit prior permission.

7. EMERGENCY MEDICAL CARE & LIABILITY

EMERGENCY VETERINARY AUTHORISATION

If a medical emergency occurs, we will immediately attempt to contact you or your emergency contacts. If unreachable, **you grant consent to transport your dog to the nearest local vet clinic.** All transit, assessment, and treatment costs are the sole financial responsibility of the owner, with reimbursement to the business due within 24 hours.

- **General Indemnity:** By using our services, you release our business and staff from liability for accidental injury or illness contraction under normal professional care. Owners agree to accept full financial and legal liability if their dog injures another pet or human.

8. ADMINISTRATIVE & MEDIA TERMS

- **Media Release:** You grant permission for photos/videos of your pet taken on-site to be used across our marketing, website, and social channels without notification or compensation.
- **Digital Communications:** Your booking registration profile opts you into our client list for crucial service notifications, rate changes, or emergency updates via email.

DIGITAL ACKNOWLEDGMENT

By ticking the "I Agree" box on this system, you verify you are the legal owner/custodian of the registered dog(s), have read this Master Store Policy Agreement, and explicitly accept all service criteria, terms, and liability exclusions.