**Dog Grooming Policy**

The following policy has been written up for the Dog Grooming situated in Dogs 4 Eve and Meg Salon at Shop 4 163-165 Magill Road Maylands 5069.

The following terms and conditions are in place for the dog grooming salon to make sure that the safety and comfort of both staff and dogs are looked after. Please understand and adhere to the following statements:

* When booking your dog in please make sure that you stick to your booking time. If you are going to be late, please let us know so that we can reorganise if required. This can make other appointments later in the day late too and in some cases, we may have dogs with special needs and concerns that require more of our time and attention.
* If you book in on a day that you have other appointments or need your dog by a certain time, please tell us when you make the booking. If you don’t, we may not be able to accommodate your needs and you may be required to reschedule. We are limited to only knowing what you tell us and if we are not able to prepare before your appointment then it makes it harder on us and your dog.
* If you are required by us to come at a certain time due to your dogs’ needs, please adhere to that, we will be as accommodating as possible but we are not miracle workers. Some dogs are easier to work with when it is quieter, some when they are left to rest longer etc so please understand we have reasons for our actions.
* We try to get dogs in and out of our salon within 3-4 hours however please understand that the bigger, the hairier or the more matted a dog is, the more time we will need. Also, if we are having a day that is running behind due to any number of reasons, we will also need to have them longer. We will do our best to make sure we are still accommodating to your needs but please tell us before your appointment day.
* The later the appointment is on the day you book, the later the pickup will be. If you book an early morning appointment, we will generally have them finished around lunchtime. Early to mid afternoon will be a late afternoon pickup and a late afternoon appointment will usually be an early evening pickup. (Every 2nd Thursday early evening appointments will be a late evening pickup).
* We require a minimum of 2.5 hours for all bath and tidy ups. Again, the bigger or hairier a dog is the longer the appointment will take. We aim to have our bath and tidy appointments done within 3 hours unless there are multiple dogs booked in.
* We do have limitations on days for numbers and also types of dogs that we can have so please understand that although we may have appointments your dog may not be suited for that time. To avoid issues, we advise that you book at least 2 weeks if not 3 in advance.
* Monday mornings are not available unless you are invited to come on a Monday. These appointment slots are for special needs dogs who require extra attention due to age, injury, illness, anxiety or behavioural issues.

If for any reason you are not able to adhere to some or all of the statements please talk to Meg on 0406 475 207 to see if we can’t accommodate you and your dogs needs.