

Policies



We operate a friendly and flexible salon here at the K9 Cabin, but we do have a few reasonable policies in place to keep things running smoothly and to keep a safe environment for both us and your dog.

Cancellations / no shows

We understand that life sometimes gets in the way and that appointments can get forgotten, therefore we will send you a reminder of your appointment 48 hours before you are due. Appointments can be re-arranged or cancelled up to 24 hours before your scheduled appointment without charge.

Please let us know as soon as possible if you need to change your appointment. Cancellations and no-shows have a profound impact our small business, therefore, if you contact us with less than 24 hours' notice then a cancellation fee of 50% of the groom will apply. If you simply do not show you will be charged the full cost of the appointment

Arrival and Collection

Please make sure you are on time for your appointment. We operate on very tight appointment times therefore any dogs arriving late may have to be rebooked and a cancellation fee may apply.

We will send a text to let you know when your dog is ready to be collected. We kindly ask that you collect your dog within 30 mins of receiving this message. As we operate a crate-free environment we are not set up to keep dogs for extended stays after their appointment time. If this will be an issue for you, please discuss with us as soon as possible so that we can do our best to accommodate you.

Matted Coats

Dogs with matted coats take extra attention and will take longer to groom due to the tightness of the coat and proximity to the skin. De-matting a matted coat causes pain to the dog therefore a very short clip is recommended. An extra fee is applied for matted coats is \$15 per 10min.

A short clip can cause irritation as the blades have to run below the matt very close to the skin which takes longer than a regular clip. The K9 Cabin cannot be held liable for any after-grooming effects of matt clipping procedures or problems uncovered on a badly matted coat, which could include, but are not limited to, the following: itchiness, skin redness or self-inflicted irritations/abrasions from excessive rubbing. Please be aware that there is a much higher risk that the dog's skin could be nicked with the clippers as we have to get the blade underneath the matt in order to remove it and although we will make every effort to avoid it, this does occasionally happen. The K9 Cabin cannot be held liable for any injuries or nicks that occur as a result of a clip off due to matting.

Fleas

Pets with fleas will be bathed in a flea wash which kills all fleas on the skin, please note this is a temporary solution as the fleas will still be in the pet's environment at home so a vet flea treatment will be recommended. A fee of \$15 will be applied to your groom for a flea wash.

Medical Conditions

To ensure the health and wellbeing of your pet, it is vital that you fully disclose your pet's medical conditions or previous injuries prior to any groom taking place so that our groomer can tailor the process to suit your pet's needs. You agree not to hold The K9 Cabin responsible for any pre-existing health problems your pet may have and agree that you are responsible for any medical conditions that are discovered during the grooming process.

Policies



Owners' attendance

Dogs become overly excited when the owners are around and often will try and lunge at you which makes it dangerous when working with sharp tools. To ensure the safety of both us and your dog we recommend that, unless requested, you do not stay while your pet is being groomed. Dogs tend to settle when the owner leaves.

Accidents and Emergencies

On the very rare occasion that an accident may occur the owner will be notified immediately. Grooming equipment is sharp and so there is risk when working with moving animals. Accidents could include: quicking the nail, cuts, or scratches. If in the unlikely event that this accident is an emergency and requires medical attention you authorise The K9 Cabin to seek medical attention for your pet and you agree to pay for any such medical treatment. You also agree to not hold The K9 Cabin liable for any treatment costs and understand that our groomers prioritise the wellbeing of your pet and take every precaution to prevent accidents from occurring.

Finished Style

We strive to groom your pet in accordance with your specific instructions. To ensure you are happy with the outcome of your groom, please take some time at the beginning of your appointment to discuss your requirements with us.

Pricing

Prices listed are for pets with coats in good condition (no matting), an extra fee is applied to the full groom for matted coats at \$15 per 10min.

Photos and Videos

The K9 Cabin reserves the right to use photos and videos of your pet. You can request that your pet not be posted on social media.

Aggressive dogs and refusal of service

Due to the safety of all involved, The K9 Cabin reserves the right to refuse any service if a dog shows signs of aggression. Additionally, in the event where your pet becomes too stressed to groom, The K9 Cabin reserves the right to cancel the groom at any time. The owner will be charged the grooming fee up until that point.

Your dog's comfort comes first!

We will always act in the best interests of your dog, and we reserve the right to interrupt or abandon the groom of any dog for the safety of the groomer and the dog, as we believe that no dog should be subjected to undue stress or discomfort during a groom.

Finally, there are some procedures that are best not performed during the grooming process but rather left for a vet. If these procedures are performed incorrectly, we can do more harm than good. We therefore do not offer the following services: ear plucking, expressing anal glands (but will check them for any signs of abnormality) or teeth scaling.

If you wish to discuss any of these policies or seek clarification, please discuss us.

Thank you for your understanding.
Amanda and Catriona