

# Pawti Pet Grooming – Terms & Conditions

## 1. Service Terms

All grooming services are performed at the client's premises or designated location. The client must provide access to water and electricity within 20 meters of the parking area.

Pets must be accessible and secured before the appointment. Pawti Pet Grooming staff will not enter a client's home. Clients are responsible for handing their pets over.

If a staff member is required to enter the premises, the client must be present. Pawti Pet Grooming accepts no liability for any loss, damage, or injury in such cases.

Additional fees will apply for severe matting, tangling, or neglected coats.

We do not shave short-haired breeds unless specifically requested by the client and agreed upon in advance. Additional fees will apply for this service.

The day before the appointment, clients are urged to give thorough grooming instructions via WhatsApp and make reservations in advance.

In any weather, grooming can continue. Checking weather forecasts and, if required, canceling or rescheduling in advance are the client's responsibilities.

Until full payment is received or a written payment arrangement is agreed upon, reservations are not confirmed.

Any reservation may be canceled by Pawti Pet Grooming for any number of reasons, including but not limited to inaccurate information supplied or uncontrollable situations.

Customers acknowledge that Pawti Pet Grooming, its owners, and employees are not responsible for any property or pet loss, damage, or injury.

Since Pawti Pet Grooming is a mobile service, it will use the customer's energy and water. After the service, it is the client's responsibility to make sure that all electrical outlets and faucets are shut off.

The grooming van must be parked at a secure location provided by the clients. The customer may be responsible for any loss or damage brought on by dangerous parking conditions.

## 2. Cancellation Policy

Cancellations must be made at least 24 hours in advance.

Full payment for the service reserved is required for late cancellations (less than 24 hours).

## 3. Pricing and Payment Terms

The size, coat type, and condition of the pet all affect the cost. The breed's average weight will serve as a reference in the event of disagreement.

The client's information serves as the basis for pricing. Clients are required to provide all pertinent information about the breed, weight, temperament, and coat condition of their pet.

If the size or condition of the pet necessitates more labor, Pawti Pet Grooming retains the right to change the price.

Coats that are extremely matted will incur additional fees.

Unless otherwise agreed in writing, payment must be made in full before arrival.

Only after payment or a prearranged payment plan has been completed are reservations confirmed.

The entire amount owed must be paid in the same month that the services are provided. Interest fees and legal action could follow failure to comply.

Payment must be received before grooming may begin if more work is desired during the visit.

Missed or late payments can have an impact on your credit record and result in interest and administration fees.

## 4. Operating Hours

Hours of operation: 7:30 to 16:30 Tuesday through Friday, Saturdays 7:00 to 15:00.

Unless otherwise agreed, the final appointment of the day must begin no later than 16:00.

An extra R50 will be charged every 15 minutes if a client causes the team to be late.

If a client arrives more than fifteen minutes late, their appointment may be canceled.

Arrival times are estimates that could change because of load shedding, traffic, or erratic pet behavior.

If the customer or pet is not present when they arrive, there will be no reimbursement or reschedule.

## 5. Photos and Marketing

During pet grooming, clients give permission for their pets to be photographed or videotaped. This content may be used by Pawti Pet Grooming for marketing or instructional objectives.

## 6. Pet Behaviour and Condition

Aggressive, extremely frightened, or biting pets might not be handled for our protection as well as theirs. The appointment will be cancelled, and full payment will still be due if inaccurate information on a pet's temperament is provided.

Clients are responsible for any harm or property damage that their pets may cause.

For their comfort, severely matted pets will be shaved; this service is extra.

Injuries or reactions brought on by excessive mat removal are not Pawti Pet Grooming's responsibility.

Pets with close shaving should be shielded from direct sunshine until their coat comes back since they are more likely to get sunburned.

After a close shave, certain coats may regrow in a different way; this is a normal consequence of the intense mat removal.

## 7. Health and Safety

Your pet's welfare is our first concern. Pawti Pet Grooming may call a veterinarian in an emergency, and the client will be responsible for paying for all services.

Pets must be in good health, appropriate for grooming, and free of any illnesses that might get worse while being groomed.

Every pet must have the most recent immunizations and be protected against parasites like parvovirus, rabies, and distemper.

Any medical or behavioural concerns, such as seizures, hearing or vision loss, mobility problems, or skin conditions, must be disclosed by clients.

If the health of the pet or our employees is at risk, grooming may be rejected or discontinued. Payment in full will still be required.

Clients are required to supply their own towels — one per pet. This is to prevent any cross-contamination between previous appointments, especially with pets that might have had ticks or fleas.

## 8. Senior Pets

Pets that are elderly or have health issues will be groomed more for comfort than fashion. During grooming, Pawti Pet Grooming is not responsible for any stress, accidents, or health issues.

## 9. Ticks and Fleas

If the owner consents, pets that are discovered to have fleas or ticks may receive a dip treatment. Skin sensitivities or ineffective treatments are not Pawti Pet Grooming's responsibility.

To stop re-infestation, the customer must also address their home environment.

Even though we keep our workspace tidy, Pawti Pet Grooming cannot ensure that your pet won't encounter fleas or ticks from other places.

## 10. Litigation

Clients agree that the Magistrate's Court will have jurisdiction over any disputes resulting from these terms and conditions.

## 11. Whole Agreement

The customer acknowledges and accepts all of the aforementioned terms when making a reservation with Pawti Pet Grooming. Additionally, the client consents to indemnify Pawti Pet Grooming, its

employees, and its proprietors for any hurt, loss, or damage brought on by grooming services, including emergency measures performed in good faith.  
The full agreement between the client and Pawti Pet Grooming is contained in this contract.