

Bubbles & Bones Pet Grooming

Terms and Conditions

1. All services are required to be paid at time of service. Emailed invoice requests are required to be paid on day of service
2. All bookings are to be confirmed via the booking tool. If the service has not been confirmed by the date of the booking this will be deemed as not required and cancelled. If this occurs 3 times a booking fee will be required for any further bookings
3. All clients receive a confirmation text 48hrs prior to the groom. If a groom is cancelled within 24hrs without a reasonable reason then after 3 cancellations upfront charges will be required to book further appointments.
4. All bookings are based on the information provided when booked. If the details are incorrect further charges may apply. Bubbles & Bones Pet Grooming will notify before commencement of any further charges. Surcharges due to temperament, fleas or heavy matting will be notified as soon as noticed if able.
5. Surcharges for Temperament, Fleas and heavy matting will be applied if deemed necessary. These charges are an additional cost and clients will be notified as soon as practicable during the groom if it becomes applicable.
6. All care is taken between grooms with a disinfectant wash through the tub and spray of the area to avoid any cross contamination. If your dog is unwell please notify and reschedule your appointment to avoid passing this to other client's animals.
7. Booking times are approximate and may run early or late on occasion based on previous grooms requiring more or less time. As each client has different requirements this is outside our control however we endeavour to minimise these delays as much as possible and will attempt to notify as soon as practicable.