



# Salon Policies

**One Fine**  
GROOM

# Salon Policies Document

## 1. Groom Notification & Pick-Up Policy

### **Notification of finished groom**

We will notify you via **text message 30 minutes before your pup's scheduled finish time**.

Please plan to collect your pup **within 30 minutes of the finish time**. If you are running late, kindly call or text us as soon as possible.

### **No Early Arrivals for pick up**

Please **do not arrive before the scheduled finish time**.

If your pup is still on the grooming table and sees you, they may become too excited, which can make the finishing touches unsafe or prevent us from completing the groom to our high standard.

### **Example Notification**

Your text will read:

*"(Pup's name) will be finished at 2:30pm."*

This text will be sent at **2:00pm**, and we ask that you arrive at **2:30pm**.

### **Late Pick-Up**

If your pup is not collected within **30 minutes of the scheduled finish time**, a **\$15/hour late pick-up fee** will be added to your account. While we love having your pup with us, they are much happier in the comfort of their own home after their groom.

## 2. Cancellation Policy

At One Fine Groom, we understand that life happens, and plans may change. However, to provide the best service to all our clients, we kindly ask for at least 24 hours' notice for any appointment cancellations. To help with this, we will send out appointment reminders 2 days before your scheduled appointment, and these must be confirmed via the link within 24 hours of receiving your text message or your appointment may be cancelled.

To ensure a smooth process for everyone, we have implemented the following:

- When you book your appointment online, a 50% deposit will be required. This deposit will be applied to the cost of your grooming service once we confirm the appointment on our end. This is non-refundable.
- If you confirm your appointment but then do not show up or cancel within 24 hours you will be charged 70% of the groom (this is an added 20% on top of the 50% deposit).
- If we do not receive your cancellation fee within one week, we will not be able to rebook your appointment.

This policy helps us respect our groomers' time and allows us to accommodate other clients. We strive for transparency in our policies and truly appreciate your understanding and cooperation.



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### 3. Recurring Grooming Schedule

To provide consistent care and maintain your dog's grooming needs, we offer recurring appointment schedules. This ensures your dog is groomed on a regular basis and guarantees a reserved spot in our calendar. The Christmas and summer months are the busiest time of the year for dog groomers, we strongly recommend booking all your appointments for the year to ensure you get the dates and times you prefer.

#### **How It Works:**

Recurring appointments are booked on a regular cycle: every 1, 2, 4, 6, or 8 weeks.

You'll have a set time slot, and we'll send reminders ahead of each appointment.

If your appointment falls on a public holiday or planned closure, we'll contact you to reschedule.

#### **Rebooking Incentives:**

To thank you for staying on a schedule, we offer these perks:

- 10th groom at 10% off
- Refer-a-friend and your pup will get a complimentary pamper service (paw balm, facial, shampoo upgrade)

Incentives are automatically tracked in our system – no need to keep count!

#### **Why be on a recurring schedule?**

- Keeps your dog's coat healthy and mat-free
- Reduces anxiety with a familiar routine
- Ensures you always have a guaranteed spot – no last-minute disappointment

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### 4. Rescheduling & Cancellations

Please provide at least 24 hours' notice if you need to skip or reschedule to avoid a cancellation or no-show fee.

We understand that things change! Contact us as soon as possible if you need to modify your recurring schedule and we'll do our best to accommodate you.

If your dog is ill or experiencing behavioural changes, please notify us before your appointment.

We reserve the right to adjust services if your dog is unwell or unsafe to groom.

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### 5. Health & Behaviour

If your dog is showing signs of illness (e.g. coughing, diarrhea, skin infections) we will not be able to groom your dog until they are well or have been cleared by their vet.

If your dog appears to become unwell during their service, we will contact you immediately and ask you to collect your dog as soon as possible.

If your dog presents with fleas, we will bathe them in a mandatory flea shampoo that will be an additional charge at the end of your service. We will call you as soon as we notice them. If you are uncontactable, we will proceed with the necessary measures.



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While we take every possible precaution to ensure your dog's safety and comfort, grooming involves the use of sharp tools and grooming equipment, which carry inherent risks.

By booking an appointment, you acknowledge and accept these risks, including but not limited to:

- Minor injuries such as small cuts, nicks, or clipper irritation
- Skin reactions to grooming products or tools
- Aggravation of pre-existing medical conditions

## 6. Matting Policy

Matting is uncomfortable for dogs and occurs when there is little to no maintenance work for the coat at home.

We work on a **humanity over vanity** process and will address matting and do what is required for a dog's safety and comfort.

Extra fees apply due to time and care involved in removing a matted coat.

If matting is noticed after dropping off, we will **attempt** contact you before proceeding on the groom.

**If you are unavailable, we will proceed with the best interest of your dog.**

## 7. Payments

Final pricing may vary at pick up depending on coat condition, matting or dog behaviour.

Full payment is due at the time of pick up.

We accept credit/debit cards, cash and we securely store your card details for ease of payment when you book online.

Want to pre-pay for multiple sessions? Let us know – we offer flexible options.

## 8. Satisfaction Guarantee

At One Fine Groom, we're committed to delivering the finest grooming experience for both our human and canine clients. Your satisfaction is important to us – and so is your dog's health and wellbeing.

### **If You're Not 100% Happy:**

If you're unhappy with any aspect of your dog's groom and would like minor adjustments, please **contact us within 24 hours** of your appointment.

We're more than happy to make reasonable changes to ensure you're satisfied.

### **Your Dog's Wellbeing Comes First:**

Our top priority is the **health, comfort, and safety** of your dog while in our care.

If a groom **cannot be completed to your desired style** due to coat condition, behavioural issues, or other concerns, we will always:

- Prioritise your dog's wellbeing
- Communicate clearly with you at drop off or contact you during the groom
- Recommend a grooming plan moving forward



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#### **Common Grooming Limitations:**

Dogs with **severe matting, anxiety, or aggressive behaviour** may require adjustments to their groom or a shorter style for their comfort.

We will never force a groom that compromises a dog's safety or wellbeing.

#### **Open Communication:**

We will always discuss what we believe is in **your dog's best interest** and work with you to find the most suitable grooming solution going forward.

## **9. Injury & Veterinary Care Policy**

The safety and wellbeing of your dog is **our top priority**. While we take every precaution to groom safely and gently, accidents can occasionally happen.

In the event of a serious injury during grooming:

- 1. Immediate Care:** We will address the injury as needed and contact you immediately to inform you of the situation.
- 2. Veterinary Attention:** If the injury requires veterinary care, we ask that you take your dog to a veterinarian as soon as possible. We will contact a vet for you if need be.
- 3. Assessment:** Based on the veterinarian's assessment, if it is determined that the injury resulted from groomer negligence, we will contribute 50% of the vet bill.
- 4. Follow-Up:** We will work with you to discuss next steps and ensure your dog's comfort and safety in future grooming sessions.

**Please note:** This policy only applies to incidents directly related to the grooming process and **does not** cover pre-existing conditions, undetected health issues, or behavioural incidents beyond our control.

## **10. Final Note**

Our policies are designed to promote transparency, manage expectations, and create a safe, stress-free, and efficient environment for both our team and your pets. We appreciate your understanding and support in helping us provide the best possible care for your dog.

Thank you for choosing us – we look forward to seeing you and your pup soon!





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