



TERMS & CONDITIONS

Mobile Dog Grooming • Helderberg

PLEASE READ: These Terms & Conditions form part of your DogMax booking together with the accepted quote and Client & Grooming Consent Form. By confirming a booking and authorising DogMax to groom your dog, you agree to the terms that apply to that service.

1. QUOTES, BOOKINGS & PRICING

- Quotes are based on the information supplied about the dog, including breed, size, coat type/condition, requested service and known behaviour.
- The final charge may change if the dog is materially larger, the coat is more difficult than described, substantial additional grooming is required, or undisclosed behaviour makes the appointment significantly longer or more difficult.
- Where practical, DogMax will discuss material additional charges with the owner before proceeding.
- DogMax's mobile appointment minimum is R300.
- A booking is confirmed when DogMax accepts the requested appointment and the customer accepts the applicable quote/price.

2. WHAT A FULL GROOM INCLUDES

Unless otherwise stated in the quote, a DogMax Full Groom includes:

- Coat-appropriate shampoo, blow-dry and normal brush-out.
- Nail trim and ear clean.
- Hygiene / sanitary trim.
- Paw-pad and feet tidy.

Conditioner, substantial additional de-shedding, de-matting, haircut/full-body clipping, coat tidy/scissoring, flea shampoo treatment, nail grinding, ear hair plucking and special handling are separate services/add-ons unless expressly included in the quote.

3. ADDITIONAL TIME, DE-SHEDDING & DE-MATTING

- Normal brushing appropriate to the booked service is included. Additional de-shedding is charged only where the coat requires substantial extra work beyond the normal brush-out.
- De-matting and additional grooming/special handling may be charged in time increments at the rate quoted by DogMax.
- DogMax will not continue de-matting where it would be unsafe, excessively painful or contrary to the dog's welfare. A shorter clip may be recommended where appropriate.
- Severe matting can conceal pre-existing skin irritation, wounds, parasites or other conditions. Removing tight matting can reveal these conditions or cause temporary sensitivity despite reasonable professional care.

4. HEALTH, MEDICAL CONDITIONS & OWNER DISCLOSURE

- The owner must disclose known medical conditions, injuries, allergies, skin problems, recent surgery, medication, seizures, breathing or heart problems and any other condition that may affect grooming.
- The owner must update DogMax if the dog's health changes after completing the Client & Grooming Consent Form.
- DogMax may decline, postpone, modify or stop a service where grooming may pose an unreasonable risk to the dog.
- DogMax does not diagnose veterinary conditions. Owners should obtain veterinary advice for health concerns.

5. BEHAVIOUR, AGGRESSION & SAFETY

- The owner must disclose any known history of growling, snapping, biting, fear, reactivity, escape behaviour or grooming-related triggers.
- DogMax may use reasonable, humane handling and restraint appropriate to safe grooming.

- DogMax may pause or stop the groom if the dog becomes excessively distressed, aggressive or unsafe to handle.
- If significant undisclosed behaviour causes substantial additional time or prevents completion, DogMax may charge for work/time already provided and any agreed additional handling.

6. FLEAS, TICKS & CONTAGIOUS CONDITIONS

- Owners should advise DogMax before the appointment if fleas, ticks or a contagious skin/coat condition are known or suspected.
- DogMax may recommend or charge for an appropriate flea shampoo treatment where agreed, or may postpone the appointment if proceeding could create a health or contamination risk.
- Veterinary treatment for parasites or skin disease remains the owner's responsibility.

7. MOBILE SERVICE, ACCESS & PARKING

- The customer must provide safe and lawful access to the grooming address and a reasonably safe place for the DogMax van to park and operate.
- The customer must disclose gate/security arrangements, parking restrictions, hazards, other loose animals or access issues before the appointment.
- The owner is responsible for safely transferring the dog to and from DogMax unless another arrangement has been agreed.
- If DogMax cannot safely or lawfully access the property or park/operate the van, the appointment may need to be rescheduled or treated under the applicable cancellation policy.

8. CANCELLATIONS, RESCHEDULING & NO-SHOWS

- Please give DogMax at least 24 hours' notice if you need to cancel or reschedule.
- DogMax may charge a reasonable cancellation/no-show fee where late cancellation or failure to provide access causes a genuine loss or prevents the appointment slot from being filled. Any fee will be communicated before it is charged.
- DogMax may waive or reduce a fee where circumstances reasonably justify it.
- If DogMax must cancel because of vehicle problems, illness, unsafe weather/conditions or another circumstance affecting safe service, DogMax will offer rescheduling and will not charge a cancellation fee.

9. PAYMENT

- Payment is due on completion of the appointment unless another arrangement has been agreed in writing.
- Accepted payment methods are those communicated by DogMax at the time of booking or payment.
- Any additional amount must relate to services actually supplied or reasonably authorised in accordance with these terms and the accepted quote.

10. EMERGENCY VETERINARY CARE

- Emergency veterinary authority is governed by the owner's signed Client & Grooming Consent Form.
- If DogMax reasonably believes urgent veterinary attention is required and the owner cannot be reached, DogMax may act within the authority granted on that form.
- Veterinary costs remain the owner's responsibility except to the extent that applicable law determines otherwise.

11. PHOTOGRAPHS, PRIVACY & MARKETING

- DogMax will use customer information for legitimate business purposes connected with quoting, booking, grooming, safety, customer communication, record-keeping, payment/admin and legal compliance.
- Public use of a dog's photos/videos will follow the customer's photo permission recorded on the Client & Grooming Consent Form.
- Marketing communications are separate from the permissions required to provide grooming services. Customers may object to or opt out of direct marketing as permitted by applicable law.

12. LIABILITY, RISK & CONSUMER RIGHTS

DogMax will exercise reasonable care and skill when providing grooming services. Grooming involves live animals and carries inherent risks, including stress, movement-related accidental nicks, temporary skin irritation and the aggravation or discovery of pre-existing conditions.

The owner remains responsible for giving DogMax accurate information that is relevant to the dog's health, behaviour and safe grooming.

Nothing in these Terms & Conditions is intended to exclude, restrict or waive any consumer right, remedy or liability that may not lawfully be excluded or limited under South African law, including liability where exclusion would be prohibited by the Consumer Protection Act or other applicable law.

13. COMPLAINTS & SERVICE CONCERNS

- If you are unhappy with a DogMax service, please contact DogMax as soon as reasonably possible so the concern can be assessed and, where appropriate, a practical remedy can be discussed.
- Nothing in this clause prevents a customer from exercising any right or remedy available under applicable consumer law.

14. HOW THESE TERMS WORK WITH YOUR DOGMAX DOCUMENTS

- Your quote records the service requested, price and agreed extras.
- Your Client & Grooming Consent Form records the dog's health/behaviour information and your permissions.
- These Terms & Conditions set the general rules that apply to the DogMax service.
- If a specific written term in an accepted DogMax quote expressly differs from these general terms, the specific agreed term will apply to that booking to the extent permitted by law.

15. CHANGES TO THESE TERMS

DogMax may update these Terms & Conditions from time to time. The version provided or made available in connection with the customer's booking will apply to that booking. Material changes will not be applied retrospectively to an already agreed booking without the customer's agreement where such agreement is required.

CUSTOMER ACKNOWLEDGEMENT

I confirm that I have had the opportunity to read the DogMax Terms & Conditions and understand that they form part of my booking together with my accepted quote and Client & Grooming Consent Form.

Customer name: _____

Signature: _____ Date: _____

Dog's name: _____

Your Dog. Our Van. Your Driveway.