

Terms and Conditions for The Laundro Mutt Mobile Dog Grooming Service

Effective Date: 1 December 2024

1. Introduction Welcome to *The Laundro Mutt* mobile dog grooming service. By booking or using our services, you agree to the following terms and conditions. Please read them carefully before using our services.

2. Services *The Laundro Mutt* provides mobile dog grooming services, including but not limited to washing, grooming, drying, and other related pet care services. Our services are designed to be convenient and safe for your pet. All services will be performed at your location, and we require access to a water source and electrical outlet.

3. Booking and Payment

- **Booking:** Clients must book grooming appointments in advance, either through our online platform or by phone.
- **Payment:** Deposit of 50% for services is required upfront, balance due upon completion of services. We prefer online payments via EFT. Your booking will not be confirmed until a deposit is received.
- **Pricing:** All prices for grooming services will be quoted at the time of booking. Prices may vary depending on the size, breed, and condition of your pet.
- **No Refunds:** All payments are non-refundable once the service has been completed. Refunds will only be considered if we are unable to perform the scheduled service due to an error on our part.

4. Client Responsibilities

- **Accurate Information:** You agree to provide accurate information regarding your pet's health, behavior, and grooming needs. This includes informing us of any health concerns or specific grooming requirements.
- **Power and Water:** You must provide a functional power outlet and access to water on the premises at the time of the service. If these are not provided, we reserve the right to cancel the service, and no refund will be issued.
- **Pets' Behavior:** If your pet displays aggressive or dangerous behavior that could put our staff at risk, we may refuse service at our discretion. We reserve the right to cancel the appointment without a refund in such cases.

5. Cancellations and Rescheduling

- **Cancellation Policy:** Cancellations must be made at least 24 hours before the scheduled appointment time. If you cancel within 24 hours, you will be charged 50% of the total service fee.
- **Rescheduling:** You may reschedule your appointment without penalty if done at least 24 hours in advance.

6. Liability

- **Personal Injury and Pet Injury:** While we take every precaution to ensure the safety of your pet, you acknowledge that there are inherent risks associated with grooming services. You agree that *The Laundro Mutt* and its employees are not liable for any injury to your pet or damage to your property that may occur during the provision of services, except where caused by gross negligence or willful misconduct.
- **Property Damage:** We are not responsible for any damage caused by your pet to our grooming equipment, vehicles, or other property.

7. Privacy and Data Protection We are committed to protecting your privacy and will handle all personal information in accordance with applicable data protection laws. We will not share or sell your personal information to third parties without your consent, except as required by law.

8. Dispute Resolution Any disputes arising from the use of our services will be resolved under the laws of South Africa. We encourage you to contact us directly to resolve any issues. In the event of a dispute, the parties agree to attempt to resolve the matter through informal negotiation before seeking legal remedies.

9. Changes to Terms and Conditions We reserve the right to update or modify these Terms and Conditions at any time. Any changes will be posted on our website, and the revised terms will apply to all services provided after the updated date.

10. Contact Information If you have any questions about these Terms and Conditions, please contact us at:

- **Email:** megan@thelaundromutt.co.za
- **Phone:** 069 981 9009
- **Website:** thelaundromutt.co.za