



## Grooming Policies January 2019

1. **Health and safety of the dog/cat is always the first priority.**
2. **Fetch Haus maintains the right to refuse to groom a dog that is badly behaved, or aggressive towards other dogs or people. In that event, the owner will be notified; a \$30.00 safety fee will be added to your bill, or we will stop the grooming appointment. Please inform your groomer prior to your appointment if your dog has exhibited such behaviour in the past.**
3. All dogs are to be on a leash when entering and exiting the salon/store. This is to ensure the safety of all pets and people that may be in the salon/store. Cats need to be in a carrier for safe transport to and from the salon/store.
4. Standard grooming appointments are 3 hours, depending on the breed, coat condition, and services requested. Express appointments may be available when booking your appointment.
5. We cannot accept female dogs in heat. Reschedule your appointment with the appropriate 24 hours notice.
4. Dogs found to have fleas, ticks or lice will not be groomed. The owners will be contacted to pick up the dog immediately, and the appointment will be re-scheduled after treatment for the fleas, ticks or lice.
5. Fetch Haus Groomers will not be able to de-matt a dog/cat that is severely matted, or pelted. The dog can receive a "shave down" to humanely remove the matts. We will take pictures to verify the condition of the dog prior to shaving. Excessive de-matting is painful, time-consuming and costly and causes extreme discomfort which can aggravate or cause skin problems, and cause stress to the pet. Clipper/brush irritation can often result when a pelted coat is shaved down. Charges for a humane shave-down, or spot shaving of matted ears and/or tail are determined by groomer on a per pet basis.
6. Fetch Haus does not shave double coated dogs. There are extreme circumstances where this policy may be reviewed if the health of the dog is in jeopardy.
7. Cancellations and No Show for booked appointments: We required 24 hours notice for an appointment cancellation or change. The following rates will be charged at the discretion of the management.
  - First cancellation or no-show - 50% of the scheduled grooming rate will be charged.
  - Second cancellation or no-show - full amount of the scheduled groom will be charged.
  - Third cancellation or no-show - require pre-pay in full at time of booking
8. Pet parents are not allowed to be in the grooming or bathing area. For the pet to properly respond to the groomer in a safe manner, it is essential that your pet not be distracted by you.
9. Fetch Haus does not use any form of sedation or calming aid when grooming dogs or cats. Our groomers are professionals who have compassion and patience in dealing with the pets in their care. If the situation arises that a dog experiences such a high level of anxiety/stress that routine grooming practices cannot be safely completed, the owner will be notified and alternatives discussed. In extreme cases, these services may be referred to a veterinarian.
10. In the case of a medical emergency concerning a customer's pet, Fetch Haus will contact the owner, and if deemed necessary a veterinarian. The cost of such action will be the responsibility of the owner.

If the situation arises where our groomers feel that your dog cannot be safely groomed the owners and management will be notified immediately to discuss a resolution.