

Rocky Creek Veterinary Hospital: Grooming Salon

Policies & Procedures



- **Required Vaccines:** Dogs are required to be up-to-date on: DHPP, Rabies, and Bordetella. Cats are required to be up-to-date on: FVRCP and Rabies.
- **Appointments and Walk-Ins:** Full Grooms and Mini Grooms are by appointment only. Baths can be made by appointment or walk-in. Please no walk-in baths after 12:00 noon. We do not accept any grooms on Saturdays. Baths only on Saturdays.
- **Drop-Off:** Drop off for grooming appointments is between 7:00 am and 9:00 am. Pets must be dropped off during this time-frame. Pets dropped off after 9:00 will get a \$5 late fee *unless* we are notified of a late drop-off no later than 8:30 am that morning. No pets will be accepted for grooming after 10:00 am. At time of drop-off, please leave us a phone number so that we may call when your pet is ready or if we have any questions.
- **Pick Up:** We will call when your pet is ready to be picked up after a groom or bath. Please do not show up to pick up your pet without first receiving a phone call. When dropping off your pet in the morning, you may specify a preferred pick-up time which must be approved by the groomer. We will do our best to have your pet ready by your requested time, but if anything changes, you will be notified immediately.
- **No-shows and Cancellations:** Please give a 24 hour notice if unable to keep your appointment. We understand that sometimes there are emergency situations and we will be flexible, but not on a continued basis.
- **Prices and Payment:** Prices are subject to change at any time. Notifications of any major price changes will be announced in our monthly newsletters sent via email. Payment is due at time of pick-up. No pre-pay for grooming services.
- **Sedated pets:** Sedated pets will be a complete shavedown (one length all over, nose-to-tail) with no "styling." We do not want pets to be sedated for longer than they have to be and styling requires pets to stay under sedation longer. Therefore, for the safety of the pet and the groomer there will be no styling for sedated pets. No exceptions.
- **Behavior and Health:** At time of drop-off, please inform us of any behavioral or health issues that your pet may have. Such as: biting, fearfulness, aggression, seizures, back problems, recent surgery, blind, deaf, etc. If a pet is too difficult and/or aggressive to groom safely, a veterinary technician will contact you about sedation. An extremely difficult pet groomed without sedation will receive a \$5-10 difficulty charge. We reserve the right to use muzzles if necessary.
- **Medicated / Flea / Personal Shampoo:** If a particular pet shampoo from home is preferred, feel free to bring it. No "human" shampoo is accepted. If a pet is found to have fleas, he/she will receive a Capstar tablet from the hospital (which kills fleas for up to 24 hours) and a flea bath. Flea baths and medicated baths will receive a \$5 charge.
- **Shedding and Blowouts:** We offer a De-Shedding Blowout for pets who shed. De-shedding blowouts are by appointment only and are scheduled as full grooms. A bath may not remove all the shedding undercoat due to time restrictions. Bath dogs found to have excessive undercoat will be recommended to schedule a full groom de-shedding blowout. Any pet who is found to have excessive undercoat and the blowout session takes more than 30 minutes, will receive a \$10-15 blowout charge.

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- **Matting:** Mats are large and tight tangles that form on the pet's body and are caused by water, dirt, friction, static, and overall lack of brushing. They are extremely painful and can cause skin irritation and/or infections to form under the mats. Mats left on a pet will only become tighter and larger causing more health problems for the pet. Please do not cut mats out of your pet's coat at home, as this may result in injury to the pet. Regular brushing at home with a brush and comb as well as keeping your pet on a 2-6 week grooming schedule will help prevent matting. Brushing out mats is very painful to the pet as well as damaging to the skin and coat, therefore, we will NOT continually brush out mats. Severely matted pets have to be shaved down completely. If a pet is found to be severely matted and a shavedown is required, we will contact you immediately for permission to proceed. If permission is denied, your pet will not get a bath or haircut and must be picked up as is. An additional \$5-15 charge will be applied to all pets found with matting.
- **Puppies:** A puppy's first groom is simply an "introductory groom." It includes a bath using puppy safe shampoo, sanitary trim, nail trim, ears cleaned, feet rounded, hair trimmed around eyes, and lots of love! It prepares puppies for the grooming process and assists in learning good "table manners." Puppies may be brought in as early as 12 weeks-old (or once all puppy shots are completed) and should receive follow-up grooms/baths every 2-4 weeks. Puppies are priced at \$15 – \$25 based on coat and breed, until 6 months old.
- **Doggie Day Camp and Grooming:** Large dogs, poodles/doodles, and any size long hair dog are not allowed to go to Doggie Day Camp on the same day as their grooming appointment, due to the amount of time it takes to groom these types of dogs. Only short - medium haired dogs under 30 lbs may go to Day Camp before their groom. However, any Day Camp dog getting a bath only *is allowed* go to Day Camp first.
- **Boarding and Grooming:** Please make your pet's grooming appointment at the same time your boarding reservation is made to avoid potential unavailability. If your pet is scheduled to be groomed during its boarding stay, please leave detailed instructions for the groom, or talk to a groomer, or leave a current phone number where you can be reached at any time. Boarding pets getting a bath or groom may only be picked up after 2:00 pm, unless an earlier time is approved by the groomer. *We will call you after 2:00 pm when your pet is ready to be picked up.*
- **Other Policies:**
 - If you are unhappy with your pet's groom, you may bring your pet in for a touch up at no charge within 7 days of his/her original grooming appointment. (Note: a touch up does not include a bath. Dog must still be clean.)
 - Pet parents, are not allowed to be in the grooming room to watch or help. Pets who see their parents while being groomed can become too excited and could cause injury to the pet or groomer. We are professionals who are trained in safe and proper handling techniques.
 - All pets being groomed must be bathed at Rocky Creek Vet. There is no "discount" for dogs bathed at home before their groom. A full bath is included in all grooms, no exceptions.
 - Sometimes photos and videos will be taken of your pet during the grooming process for promotional material and publications (such as social media), or just for fun.

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By signing this document, I have read and agree to the Policies and Procedures of Rocky Creek Veterinary Hospital's Grooming Salon for my pet(s). It is also further understood and agreed that the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed policies and procedures.

Please keep the first two pages for future reference and return this page to the receptionist. These Policies & Procedures may also be viewed on our website www.rockycreekvet.com.

Owner's Name Printed: _____

Phone Number where you can be reached: _____ (home / cell / work)

Email Address: _____

Owner's Signature: _____ Date: _____

Pet Name: _____ Breed: _____

Account Number (office use only): _____