



## FETCHING CANINE GROOMING

**Our philosophy** is to offer a clean, stress free grooming environment for your dog.

All senior dogs will need to fill out a “**Senior**” form before any grooming. FC will not perform any grooming procedure that causes heavy stress for your dog. (ie- excessive ear plucking, nails, etc) Senior pet’s will be groomed for cleanliness and comfort.

**You the owner** will need to advise us of any medical, physical, emotional issues, allergies, any sensitivities, or pre-existing conditions. These may include prior surgeries, hip and joint issues, warts, moles, ear infections or skin problems. If your pet has a behavior problem(s) please let us know. Aggression, biting, etc.

**Fetching Canine Grooming** reserves, the right to use a soft muzzle where needed with your pet for safety purposes, only if need be. All owner’s will be held liable for any bites that require medical treatment and for any property damage caused by your pet. Fetching Canine grooming services reserves the right to REFUSE service for any situation we see fit. Behavioral fee is applied at groomers discretion with aggressive or otherwise difficult dogs

**BUG FRIENDS** -Pets with heavy conditions with fleas or ticks can be asked to pick up pet if we see the condition needs to be treated by vet. The **best way to prevent** fleas and ticks is to be on **some kind of preventive treatment from your vet** for your pet’s wellbeing. Dogs with heavy or infested flea or tick conditions will be charged a fee for DE- flea/tick treatment for the salon (\$25.00 and up)

**PICK UP TIME** –Please promptly pick up your pet after we call that he/she is ready for pick up. Within an hour is BEST. No pet should be here all day, unless you have made special arrangements with either your groomer or at time of scheduled appointment. If your pet is here 90 minutes **or more after we call**, we will charge for an extended day fee of \$15.00 additional for your pet. This fee covers, while your pet is in our care, one potty break, and offered water and the space your pet takes up while waiting on his/her pick up. **LATE PICK UP & REPEAT OFFENDERS** will be charged accordingly as well. We do have salon hours however please know on slower days we will close after last dog leaves or on days with dog related events this is why we are **APPOINTMENT ONLY**. WE WOULD NEVER SCHEDULE ANY PET ON ANY DAY WE WOULD BE CLOSED. PLEASE KNOW WE TOO HAVE FAMILY AND PETS THAT RELY ON US. Please always drop off at time of Appt., NOT 30 minutes or more TOO soon.

**MATTING** – if your pet cannot be humanely de-matted or calls for more than 10 minutes of aggressive brushing we will call to discuss with the client to clip the hair short and start all over. We will always let a customer know that is their only option before we do so. If customer does not agree with our humane option, then the owner is asked to come pick up their dog. Please keep in mind that a matted coat can cause numerous health conditions including, itching, irritation, and skin infections. Removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles and skin folds trapped and hidden in the matts. Heavy matting can also trap moisture near the pet’s skin allowing fungus or bacteria to grow causing skin irritations that exist prior to the grooming process. Fetching Canine grooming is not responsible for any pre-existing conditions due to matted coat.

**Fetching Canine Grooming** will not groom any dog that is not up to date on their rabies. Current vaccinations keep your pet safe. Your proof of vaccinations is needed.

**PAYMENT** – is due at time of pickup of your dog. We check you out, then bring you your pet. Checks shall be made out to Fetching Canine grooming. We take MOST credit cards. There will be a \$35.00 fee for any returned checks.

**On your first visit please know you are signing** our New client form that you have indeed received a copy of these policies, you have read and understand them.

**PLEASE TAKE THIS COPY OF OUR POLICIES AND READ OVER THESE POLICIES AS YOU HAVE SIGNED THAT YOU HAVE RECEIVED THEM AND HAVE/WILL READ THEM. ANY OF THESE POLICIES ARE SUBJECT TO CHANGE AT ANYTIME. FC MGMT.**  
**THANK YOU, FETCHING CANINE GROOMING AND BOUTIQUE**

