



Grooming Injuries Policy

Our experienced and qualified staff take every care and attention while grooming your pet.

However, unfortunately, injuries can occur. Pets can make sudden uncontrolled movements – such as tongue licks, ear shakes and tail wags which can result in an accidental cut or abrasion.

Luckily these are usually minor in nature. Occasionally the injury is innocuous and may not be apparent to our groomers. In other cases, the very sharp scissors/clippers can result in a cut which may bleed.

Other issues that can on occasion arise are clipper rash, accidental shampoo in the eye and existing skin issues being exacerbated by the grooming process.

Please be assured that these injuries are rare, and we take every care to avoid any hurt to our client's pets.

At Hot Dog Cool Cat we have the services of Sydney Animal Hospitals for Veterinary support. If we have an injury for which we are responsible we will cover the treatment cost at SAH. It is important to note that if you do not wish for SAH to attend an injury caused at HDCC then we do not cover the costs.

Pre-existing skin disease and other issues that need veterinary attention, but are not caused by the grooming process, can be seen at SAH if you wish. Ask the staff at HDCC for advice on these matters.

Once again, it is very important to note that at HDCC we take every precaution to avoid injury to your pet. We have a low accident rate, but injuries can occur, even with the best intentions and our high standard of care.

Injuries must be reported to Hot Dog Cool Cat within 24 hours of your pets visit.

Please do not hesitate to discuss any concerns you may have with our staff.

Regards

HDCC