

All About Animals Grooming Policy

De-Matting Policy

De-matting (brushing out) of severely matted dogs is not offered as one of our services. Dogs with matted and severely neglected coats will require an charge and will be given a very short clip.

De-matting of younger dogs tends to make them dislike grooming to the point that they can become VERY difficult to work with and may even become a biter, requiring them to always be muzzled to be groomed.

De-matting of older dogs can be so mentally and physically stressful for them that it places their health and well being in jeopardy.

De-matting is very painful to your dog and is especially difficult for dogs which have pink or sensitive skin.

De-matting of large areas, especially when the matts are close to the skin, can result in a brush burn, which can be as serious as a third degree burn on a human and may require medical treatment.

We only do Humane grooming here so please do not expect us to brush out a severely matted or tangled coat. If you have a long-haired dog and wish to maintain the long length, there is no alternative but to keep it brushed and combed out between professional grooming. If this is not viable, then we recommend booking regular maintenance grooming (brushing, combing, etc.) If you require assistance in choosing the proper tools or in the proper use of these tools, we will be happy to assist you.

Our groomers' priority is the health, safety and comfort of your dog. An extra fee (minimum of \$5) may be added to your groom if extra time is required to de-matt your dog.

The Risks of Matting:

Matted fur can cause discomfort and pain; large matts close to the skin may trap moisture and reduce airflow to the skin which increases the chances of bacterial/fungal infections (particularly around the genitals) or ammonia burns from urine trapped in the fur. In the case of severe matting, the skin may be pulled into the matt and blood circulation could be reduced. Matts this severe could reduce movement and hide pre-existing medical conditions.

There is also a significant risk of hematoma (blood vessels bursting and causing a blood-filled blister) particularly, on the ears and tail. Severe mats can reduce the circulation of blood in the ear. When the matt is removed, the dog will experience the uncomfortable sensation of blood and oxygen being restored to the tissue (similar to the pins and needles you may feel after having your leg fall asleep). Dogs who experience this tend to shake their heads in an attempt to dispel it, causing blood vessels to burst and form a hematoma.

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Fleas

All About Animals aims to keep a flea-free environment. We ask that you not bring your pet for grooming if they currently have fleas and request that you treat your pet with a topical or oral flea treatment a minimum of two weeks before booking another appointment. If fleas are found on your pet during their groom, they will be isolated from all other animals, given a bath to remove adult and larval fleas and an extra charge will be added for cleaning.

Ticks

When found, ticks will immediately be removed from your pet using tick twisters and placed in a sealed plastic bag. When you pick up your pet you will be informed of any ticks found and their location on your pet when found.

Other Parasites

If your pet is carrying any kind of parasite including but limited to tapeworm, heartworm, hookworm, roundworm or mites your pet will be permitted into the salon until a veterinarian has treated them and confirmed they are no longer carrying the parasites.

Health Concerns

The pet parent is responsible for disclosing any and all health conditions the pet is affected by. All possible measures will be taken to accommodate your pet. Conditions include, but are not limited to epilepsy and seizures, injured limbs, infections, trachea conditions, ingrown nails, arthritis and cognitive decline. Failure to inform the groomer of your pet's health condition may put your pet at a higher risk. If your pet has any contagious diseases (including zoonotic diseases) they will not be permitted into the building or receive any services until proof of recovery is provided.

Other Health Concerns

Should your pet's groomer notice a pre-existing or possible health problem that they were not informed of before the appointment, you will be notified when you pick up your dog, any questions you have about the health concern will be answered at this time. Refusal of Service All About Animals reserves the right to refuse service to any animal that proves too great a risk to groom; this includes, but is not limited to aggression, behavioral issues, serious health problems, contagious/communicable diseases.

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Use of Medications & Anxiety Drugs

We ask that you inform a staff member if your pet is taking any medications that affect behaviour or alertness such as pain medications or anxiety medications. If you plan on administering an anxiety medication such as Gabapentin or Trazadone please discuss with the groomer as these medications can cause more reactive behaviour in the grooming environment and should only be used if absolutely necessary.

Early Drop Off

We ask that you do not drop your pets off more than 10 minutes early for their grooming appointment. If you need an earlier drop off, please inform a staff member when you make the appointment, we may be able to accommodate some early drop of requests.

If you show up early without making prior arrangements we reserve the right to turn you and your pet away until your scheduled appointment time. Showing up early will not change the time of your scheduled appointment and your pet will have to wait until the scheduled time to be started. If a cancellation occurs your dog may take the earlier slot. All time estimates are based on your scheduled appointment, not the time you drop off.

Late Drop Off

Arriving 10 – 15 minutes late for your appointment will forfeit any time guarantees/estimates that we would normally make. Showing up more than 15 minutes late may result in the cancellation of your appointment and/or the rescheduling of your appointment to the next available time slot or another day. It will be up to the groomer's discretion whether to admit your pet with no time guarantee or to reschedule to another day.

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Pick Up Policy

We request that all pets are picked up within 30 minutes of finishing their grooming appointment. If you require more time or a specific pick up time please let us know prior to your appointment. We may not be able to accommodate extended stays on the day.

We request that you wait until you receive a call or text from us or until the agreed upon finishing time to arrive at the salon for pick up. For the safety of your pet as well as the groomer, we ask that you don't interrupt the groomer, attempt to talk to your pet or let them see you during the grooming session. You will be contacted when your pet is finished their groom. If you need to pick your pet up at a certain time, please let us know prior to your appointment.

Every effort will be made to ensure your pet is groomed as safely as possible; an excited animal can be dangerous to continue working on. If you talk to your pet, allow them to see you or disturbing the groomer working on them, we reserve the right to end the grooming session, even if the grooming is not completed. The full price of grooming may be charged.

We strive to minimize the number of animal in our salon at one time to ensure a calm, stress-free environment for pets and staff. We have limited kennel space available and need to ensure we have enough space for subsequent appointments.

Cancellation Policy

We ask that you notify us at least 24 hours before your scheduled appointment if you can't make it. Cancelling less the 24 hours before or simply not showing up may result in a 'No Show' being recorded on your file. If you have 2 or more 'No Shows' on your file a fee amounting to 25% of your appointment cost will be recorded on your file and must be paid before another appointment can be made. We understand that emergencies happen, and fees may be waived in these cases.

If you have 3 or more 'No Shows' on your file, you will be required to pay a 50% deposit of the requested service(s) when booking your appointment.

Showing up more than 15 minutes late for your appointment may result in the cancellation of your appointment and a 'No Show' being applied to your file. If you are running late for your appointment please contact us by email, Facebook or by leaving a message.

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Aggression & Behaviour Policy

Pets:

We do accept and groom animals with aggression and behaviour issues. We will make every effort to ensure the safety of your pet and our staff during the groom. This may include but is not limited to the use of a muzzle, cone, bite gloves or a second groomer. We will always attempt to make reasonable accommodations for aggression and behaviour issue but if your pet displays behaviour that puts themselves or our staff at risk of injury or causes unacceptable levels of stress, we reserve the right to stop the groom.

Humans:

Behaviour including but not limited to harassment, yelling, foul language, degrading comments and physical violence towards our staff members or other clients will not be tolerated and will result in immediate termination of service and a ban from the establishment.