

Grooming Policies



Thank you for choosing **West Chester Pet Resort's Grooming Services**. We provide professional, quality grooming & styling for each of our clients. Please read our policies and sign below to acknowledge that you have read and understand them.

All pets must be healthy to receive grooming services. If your pet is hacking, coughing, sneezing, lethargic, experiencing diarrhea and/or vomiting we will need to re-schedule your groom. We would recommend should your pet be under the weather for them to see their veterinarian so they can be themselves as quickly as possible. Please be courteous to our other grooming, boarding and daycare clients that are having their pets groomed and/or playing with us and keep all sick pets at home.

Check-In Procedure: At the time of check-in for your pet's groom we will provide you with an estimate that will be a baseline for your groom/styling/bath, any vaccinations or tests that need to be updated, anesthesia required for grooming services, or additional services needed or requested, etc. Should your pet's coat require more attention than anticipated we will charge for the time required to meet your request. The Groomer will call you to let you know that additional time is necessary or give you other options. You will also need to leave TWO contact numbers for the Groomer to reach you on. Should the Groomer have questions about your directions/instructions she will need to be able to reach you, please be sure the number you provide is available to you throughout the day. **Your pets grooming services will be delayed should you be unavailable when the Groomer calls with questions.** She will also call you once your pet's grooming and styling is complete. Should your pet require anesthesia for grooming we will request your authorization for those services on each estimate.

Vaccines/Tests: WE REQUIRE PROOF OF CURRENT VACCINES and ONLY RECOGNIZE VACCINES ADMINISTERED BY A VETERINARIAN. **Vaccines required for dogs** are 1 and/or 3 year Rabies and DHPP-C (includes Distemper and Parvo), 1 year Canine Influenza Vaccine (H3N2/H3N8), every six months Infectious Tracheobronchitis vaccine and a **negative fecal exam**. We also require that each dog have proof of a negative heartworm test annually. **Annual vaccines required for indoor cats** are a 1 and/or 3 year Rabies, FVRCP, and a negative fecal exam as well as proof of a negative FELV/FIV test; **any cat that goes outdoors MUST have an annual FELV/FIV test, FVRCP, FELV, negative fecal exam and 1 and/or 3 year Rabies vaccine.** If your dog or cat is not current on any of these vaccines/tests, our staff will be happy to send them to our Veterinarians on site and have them vaccinated/tested at an additional charge. By state law we must have an established doctor/client-patient relationship to administer vaccines. This allows our veterinarians to perform an exam to ensure that your pet is healthy enough to receive vaccines. If the doctor performs a physical exam there is an Exam fee as well as the needed vaccinations/test.

As a professional courtesy we do reminder calls 48 hours in advance of all grooming appointments. **It is the owner's responsibility to make sure that proof of current vaccines is on file with the Resort at the time of admission.** If vaccinations have been administered/updated at another veterinary hospital please have them faxed to us at 804-748-5851 or emailed to play@westchesterpetresort.com. If your veterinarian is closed at the time of admission and proof of vaccinations is not on file, the vaccinations will be brought current at the time of check-in and the owner will be charged accordingly.

Internal/External Parasites: All pets must be free of all parasites. If fleas or ticks are found, the pet will be treated at the owner's expense. If a pet is found to have internal parasites via fecal exam or discovered after the pet has defecated the pet will be treated accordingly and the owner charged for the appropriate medical services/medication. We will make every attempt to contact the owner should either of these cases occur, but please be aware in order to keep our facility free of internal/external parasites all guests will be treated should parasites be found.

Business Hours: Check-in and Check-out for our grooming pets are: **Monday - Friday 7AM – 7PM, Saturday 8AM - 5PM. Drop-offs for grooms are 7:00AM - 8:30AM Monday - Friday and every other Saturday 8AM - 9AM.** If your pet will need medical services they will need to check-in no later than 8:30am; pets being groomed on Saturday will need to be current on all vaccines, sedation services for Saturday grooms is not available. The Groomer will call you when your pet is ready. Because our Groomer has a limited schedule we require appointments for our grooming services. We strongly recommend making your grooming appointments several weeks in advance or when you are checking out from your grooming services today to be sure we can keep your pet on a regular grooming schedule.

Rates and Payment: Our Grooming prices vary depending on the condition of the pet's coat, length and the type of styling the owner is requesting. **The prices begin at \$46.25. Our prices are based on the time and expertise involved in the cut and styling requested as well as the condition and length of their coat and temperament of your pet.**

For all new clients we accept cash, checks, VISA and MasterCard credit/debit cards. Please note when you provide a check as payment you are authorizing us to either use information from your check to make a one-time electronic funds transfer or to process as a check transaction. Returned check fee of \$35.00 will be debited from your account in the event your electronic transfer is returned from your financial institution. Payment in full is expected at the time of check-out.

Medical Emergency: Upon check in, you will be asked to provide a phone number where we may reach you in the event of an emergency. If you are unavailable and your pet requires immediate or emergency medical attention, they will be treated by our Veterinary staff. **YOU WILL BE RESPONSIBLE FOR ANY FEES FOR TREATMENT/MEDICATION THAT ARE DEEMED NECESSARY BY OUR STAFF OF VETERINARIANS.**

Every precaution is in place to prevent against illness, injury, escape, or death of your pet. *The staff and/or facility will not be held liable for problems that develop provided reasonable care and precautions are followed.*

Client's Printed Name

Client's Signature

Date