

EHS DOG WASH AND GROOMING SALON POLICIES AND PROCEDURES

- You may book a maximum of 1 dog per visit.
- Please arrive 15 minutes prior to the appointment to allow us time for documentation review, to answer any further questions you may have, and to get acquainted with your dog.
- Dogs must be picked up immediately following their appointment. Owners will receive a notification 30 minutes before expected completion. A \$30 fee will be applied to late pick-ups.
- Dogs must have current and complete DHPP and Rabies vaccinations. Bordetella (Kennel Cough) is also strongly recommended. Certificate proof of current vaccinations must be provided by email or in person before the appointment.
- EHS reserves the right to refuse service to dogs that exhibit extreme behavior issues and are a danger to themselves, members of the public, or staff members. Recognizing that all dogs have some degree of selectivity, they must demonstrate appropriate interactions with other dogs and humans.
- Dogs with a bite history with puncture booking an appointment will be reviewed on a case-by-case basis. If accepted, the dog must be muzzled securely at all times while on EHS property.
- Recognize that EHS may use tools at their discretion, for overall health and safety of the animal and people during their visit. These include Thunder-shirts (with or without Adaptil), calming bands, and muzzles.
- The Groomer will **not** perform the following services:
 - Anal gland expression
 - Shaving of double coated dogs
 - Crate drying

- Dogs that are sick (coughing, vomiting, diarrhea, etc.), and dogs with any **parasites** (internal or external) are not to be brought to their appointment. Please call 780-491-3888 at least 24 hours in advance to re-book.
- Cancellation of an appointment with less than 24 hours' notice will be subject to a \$30.00 administration fee. These fees are non-refundable.
- If the Groomer is unable to make the appointment, we will contact you with as much notice as possible to re-book.
- Dogs must be leashed on EHS property.
- Pick up and dispose of your dog's waste in the appropriate receptacle while on EHS property.
- Do not leave dogs left unattended in vehicles or on EHS property.
- Ensure dog is wearing a quick release collar. Choke, prong, electric or studded collars are not permitted.
- **Wild urban animals could be present around the property due to surrounding woods. Coyotes have been spotted in the area. Please use common sense and do not approach wild animals. Report any aggressive wildlife to 311 with as much information as possible, including date/time/location.**
- Non-compliance with any of the following regulations may result in cancellation of your appointment.

I _____ acknowledge that I have read and understand the policies, procedures, rules and regulations.

EHS Muddy Paws Dog Wash and Canine Enrichment Centre (780) 491-3888
Administrator, Social Enterprise – **Amanda Steinbach**
grooming@edmontonhumanesociety.com