



## *Flea & Tick Treatment Policy*

*Effective Date: 22/05/2025*

### **1. Our Commitment to a Flea & Tick-Free Environment:**

*At TDG the health, safety, and comfort of all the dogs in our care are our top priorities. We are committed to maintaining a clean, sanitary, and flea- and tick-free grooming facility. To achieve this, we have implemented the following policy.*

### **2. Pre-Grooming Inspection:**

*Upon arrival for their grooming appointment, every dog will undergo a thorough visual inspection by our trained staff for any signs of fleas or ticks. This inspection will include, but is not limited to, checking the fur, skin, ears, and around the tail base.*

### **3. Discovery of Fleas or Ticks Upon Arrival (Pre-Grooming):**

- *To ensure the health and safety of all pets in our care and to prevent the spread of parasites within our salon, if fleas or ticks are discovered during the initial inspection upon your pet's arrival:*
  - *We will immediately notify the pet parent.*
  - *We will unfortunately be unable to proceed with the grooming service at that time.*
  - *A cancellation fee of 50% of the scheduled service cost will be applied due to the reserved appointment slot and the necessary sanitisation of the intake area.*
  - *We strongly advise you to consult with your veterinarian for appropriate flea and tick treatment for your pet. Once your pet has been effectively treated and is confirmed to be flea and tick-free, we would be happy to reschedule their grooming appointment. A re-inspection will be conducted at the rescheduled appointment.*

### **4. Discovery of Fleas or Ticks During Grooming:**

- *If fleas or ticks are discovered during the grooming process (e.g., after the initial inspection), we will immediately stop the grooming service and notify the pet parent.*
- *For the health and safety of all animals in our salon and to prevent further contamination, your pet will need to be picked up immediately.*
- *The full cost of the scheduled grooming service will apply, as the appointment time was reserved and our facility will require extensive sanitisation.*
- *We strongly advise you to consult with your veterinarian for appropriate flea and tick treatment for your pet.*

### **5. Facility Sanitisation Protocol:**

- *In the event that a dog with fleas or ticks is present in our facility (whether upon arrival or discovered during grooming), we will undertake a comprehensive sanitisation protocol immediately after the dog departs. This includes, but is not limited to:*

- *Thorough cleaning and disinfection of the grooming tub, tables, and all contact surfaces.*
- *Laundrying of all towels and grooming smocks used.*
- *Cleaning and sanitising all grooming tools (brushes, combs, clippers, etc.) with appropriate disinfectants.*
- *Vacuuming and treating the affected grooming area with a professional-grade premise spray, if deemed necessary.*

#### **6. Client Responsibility:**

- *Pet parents are solely responsible for ensuring their dogs are free of fleas and ticks prior to their grooming appointments. **We kindly ask that you thoroughly check and confirm your pet is free of parasites before bringing them to our salon.***
- *If you suspect your dog has fleas or ticks before your appointment, please notify us immediately so we can discuss rescheduling and avoid any cancellation fees.*
- *Regular, veterinarian-recommended flea and tick prevention is highly encouraged for all pets.*
- *Please inform our staff of any known allergies or sensitivities your dog may have to topical treatments or shampoos.*

#### **7. Refusal of Service:**

- *We reserve the right to refuse service to any dog exhibiting fleas or ticks upon arrival or a severe infestation discovered at any point, in the best interest of all animals in our care and to maintain the hygiene of our facility.*

#### **8. Policy Updates:**

- *This policy is subject to periodic updates. The most current version will always be available upon request, posted prominently in our salon, and published on our website/social media channels.*

**\*\*By scheduling an appointment with Top Dog Grooming, you acknowledge that you have read, understood, and agreed to abide by the terms of this Flea & Tick Treatment Policy.**