



TICK & FLEA POLICY

Your Dog. Our Van. Your Driveway.

01 OUR COMMITMENT

DogMax takes reasonable precautions to protect dogs, clients and the mobile grooming environment from ticks and fleas. Parasites can spread between animals and may require veterinary treatment. This policy applies to every grooming appointment.

02 BEFORE YOUR APPOINTMENT

Please tell DogMax before the appointment if your dog has ticks, fleas, persistent scratching, irritated skin or a recent parasite infestation. Owners are responsible for maintaining appropriate veterinary-recommended parasite prevention and for treating their home and other pets when necessary.

03 INSPECTION ON ARRIVAL

We may perform a brief visual coat and skin check before admitting a dog into the van. This is not a veterinary examination, and hidden parasites may only become visible during grooming. Finding one parasite does not necessarily establish the extent of an infestation.

04 IF TICKS OR FLEAS ARE FOUND

For an active or substantial infestation, DogMax may stop or decline the groom and ask that the dog receive suitable treatment before rebooking. If a small number of parasites are noticed, we will assess whether it is safe and hygienic to continue, discuss options with the owner and may still reschedule. The dog's welfare and prevention of cross-contamination take priority.

05 TREATMENTS & VETERINARY CARE

DogMax grooming is not a substitute for veterinary parasite control. A flea shampoo, if offered and suitable, does not guarantee elimination of fleas, eggs or parasites in the home. We will not apply veterinary medicines without appropriate authorisation and safe product instructions. Dogs showing illness, severe irritation or possible tick-borne disease symptoms will be referred to a veterinarian.

06 CLEANING & APPOINTMENT CHANGES

Following a suspected or confirmed infestation, we may need extra time to clean and disinfect the van, wash textiles and inspect equipment. An appointment may be shortened, cancelled or rescheduled to protect subsequent dogs. Any applicable call-out, cancellation or additional cleaning charge will be explained in accordance with the quote and agreed booking terms, not added without notice.

07 OWNER ACKNOWLEDGEMENT

By booking with DogMax, the owner agrees to disclose known parasite concerns, understands that grooming may be postponed or stopped if parasites are discovered, and acknowledges that DogMax cannot guarantee a parasite-free result or prevent future exposure. Nothing in this policy removes rights or protections available

under applicable South African law.

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