



ESTRUS POLICY

At Bee & Bloom Grooming, the health, safety, and comfort of every dog in our care is our top priority. Dogs in heat (estrus) require specialised handling and consideration to ensure both their well-being and that of other dogs in the vicinity. To maintain a hygienic, calm, and professional environment, the following policy applies to the estrus cycle:

1. Grooming During Heat Cycles

We do not routinely accept female dogs who are actively in heat for grooming appointments. This is to ensure:

- A clean and sanitary workspace for all pets
- Minimal stress and discomfort for the dog in heat
- Prevention of distractions, agitation, or unwanted behaviour from other dogs (especially males) in the grooming areas
- Avoidance of grooming complications such as swelling or sensitivity in the genital area

If a dog is brought to an appointment and is found to be in heat, we reserve the right to reschedule the session for a later date, and a call-out fee or partial charge may apply.

2. Exception Handling: Light or End-of-Cycle Cases

In certain cases where the dog is nearing the end of her heat cycle, or if symptoms are light and the dog is comfortable, clean, and calm, we may agree to proceed with grooming at our discretion. This will require:

- Pre-approval in advance of the appointment
- Owner confirmation of the dog's current phase in her cycle
- The dog being groomed as the last appointment of the day to allow for deep cleaning afterward

Please note: Dogs that appear visibly distressed, uncooperative, or are heavily bleeding will not be groomed under any circumstances.

3. Hygiene & Clean-Up Protocols

If a grooming session goes ahead with a dog in or near heat:

- The dog will be groomed on a sanitized, lined surface
- Additional cleaning time and materials will be used
- The grooming space will be thoroughly disinfected after the session

An additional hygiene fee may be applied to cover the extra sanitation required.

5. Rescheduling & Cancellations

If you need to cancel or reschedule due to your dog coming into heat, we ask for at least 24 hours' notice. In these cases:

- No cancellation fee will apply
- We will be happy to rearrange your appointment for a more suitable time

Last-minute cancellations may incur a partial fee if travel or prep work has already been undertaken.

6. Behavioural Considerations During Heat

Hormonal changes during a heat cycle can significantly affect a dog's behaviour. Even normally calm and friendly dogs may display:

- Increased sensitivity or agitation
- Nervousness or restlessness during grooming
- Aggression or reactivity, particularly when handled near sensitive areas

For this reason, we may adapt the grooming process or shorten the session to reduce stress. If your dog has shown behavioural changes in the past during heat, please notify us in advance so we can assess whether grooming is appropriate at this time.

We reserve the right to stop grooming at any time if the dog becomes unmanageable or distressed, in the interest of her safety and well-being.

7. Booking Recommendations Around Heat Cycles

To ensure uninterrupted care and the best grooming results, we recommend:

- Tracking your dog's heat cycles (typically every 6–8 months) to plan grooming appointments accordingly
- Booking before the expected start of her cycle when she is more relaxed and comfortable
- Avoiding appointments within the first two weeks of the cycle, when bleeding and hormonal behaviours are most prominent

This proactive approach helps prevent last-minute cancellations, ensures your dog gets the grooming she needs, and supports a stress-free experience for everyone involved.

Why This Policy Matters

Grooming a dog in heat presents elevated risks—not just for her, but for other dogs in the grooming environment. The stress, mess, and heightened sensitivity can make the experience unpleasant for your dog and potentially unsafe. By maintaining this policy, we uphold our commitment to safe, respectful, and professional grooming care.