

ICSB Main Office Event Policies + Procedures for Safety of Clients and Staff

By utilizing our services at a mobile unit, you are acknowledging and agreeing to adhere to the terms and conditions outlined below:

If you are feeling unwell, we kindly request that you either reschedule, wear a mask or notify us in advance to see if we can arrange for alternative assistance in holding your dog for collection.

Only one client will be allowed into the collection area with the stud, two clients are allowed if one is holding a teaser bitch.

Hand sanitizer will be provided. ICSB Staff asks that all clients entering the collection area sanitize their hands before touching any communal surfaces.

ICSB requests all forms for the procedure be filled out and turned in ahead of the event. This is to limit the communally touched items, and will allow ICSB Staff to prepare all necessary items for the procedure ahead of your appointment. All forms are available on www.ICSB.com under the Forms tab. They can be printed, filled out, and then faxed, scanned, or emailed to ICSB, or you can take advantage of our online fillable option through Adobe.

Due to restrictions on our business; arriving late for an appointment, last minute cancellations, or no shows can have a major impact on our operation at the event. If for any reason you need to cancel your appointment, ICSB will require an email or text (971-313-3717) notification by the 5pm Friday before the event. Any last minute cancellations received after that deadline or no shows will be subject to a fee. If you were unable to schedule an appointment before the event and would like to request an appointment, please text your request to the ICSB Oregon Show Phone 971-313-3717. ICSB Staff will respond as soon as possible.

Due to the above limitations it will be difficult for ICSB Staff to assist clients with concerns not relating to the immediate collection of studs at the event. If you have an inquiry about your account, inventory, forms, international shipping, ordering products, etc.; please email those inquiries to contact@icsb.com or call the office Monday through Friday at 503-663-7031.

ICSB Staff requests that any orders for products be placed and paid for ahead of the event. Then clients can just pick up their order at the event. If you were unable to place an order before the event, you can text your order to 971-313-3717, the ICSB Show Phone. This is a message only phone, and your message will be responded to as soon as possible. Please note that ICSB is able to bring only a limited number of products and may not be able to fill your order at the event. If this is the case, they will provide you with estimates for the cost of shipping the following Monday.

ICSB reserves the right to maintain, remove, update, and/or change these requirements outside of any direction from governing bodies. ICSB will base these decisions solely on the safety of its clients and staff. ICSB reserves the right to refuse service to any client who refuses to comply with these requirements.

ICSB understands these new policies may cause inconveniences. ICSB appreciates your patience, understanding, compliance with the policies to help ensure ICSB can continue to provide its services safely.