
Grooming Policies

Appointments:

Same day service is not provided. Appointments must be booked in advance.

We ask clients provide **48 hours notice** in the event of cancellation. No-show appointments (if you are not home) or changing your mind at the time of the appointment will result in a cancellation fee up to the full cost of service-a minimum service charge of \$65.

Health and Behavior Issues: We are not responsible for any pre-existing conditions.

Aggressive animals does not necessarily mean cancel of service. We will do the best we can for aggressive or misbehaved animals during the groom but can not guarantee full service. The groomer has the right to stop services if it appears the animal is a danger to itself or the groomer.

Health issues must be told to the groomer for the animal's safety. This includes any prior injuries, allergies, medications, hip or joint issues, or illnesses and infections. A full service groom may not be guaranteed if an animal is uncooperative or has trouble standing. If the pet is becoming irritated, over-stressed, or otherwise physically unable to continue, services will be stopped for the safety of the animal and groomer.

Matting:

Matting is dangerous for the health of the pet and can lead to cuts, bleeding, sores, infection, and many other health problems. In cases of severe matting groomer will shave down the coat to start fresh. This is the least stressful and safest solution.

Flea-Tick Policy:

We recommend using a monthly preventative medication such as Advantix, ask your veterinarian what better for your pet. Any flea/tick medication should not be applied 2 days before or after grooming as it will not be effective. Depending on the amount of fleas we can still groom your animal, but it will incur an extra charge since we have to sanitize the van prior to any other appointments that day to make sure we aren't spreading fleas to other pets. Animals with excessive fleas may be denied service until the problem is cleared up, but the client will be billed a visit charge at the time of their appointment.

Payments and Pricing:

Payment is due at the time of service. We accept cash, check, PayPal. Returned checks are subject to a \$35 fee in addition to the service charge.

Refusal of Service:

Groomer reserves the right to refuse service for several conditions including:

- Excessive matting or parasite infestation
- Overly aggressive or uncooperative animals
- Health issues that require a veterinarian
- Other issues that are either not disclosed or are discovered by the groomer
- Mis-represented condition of pet at booking

Liability Statement:

We are not liable for any health issues that did not stem from grooming services. The animal owner has disclosed any issues to our groomer in advance. We are not responsible for injuries resulting from age or pre-existing conditions. Owners are not allowed in the van while services are being rendered. Owners are responsible for regular maintenance of their pet's coat including but not limited to matting and parasite infestation. Failure to do so may result in extra charges.