

## Dog's Best Friend & the Cat's Meow 2024 Services

<h3>Essential Cleanse</h3> <p>A fundamental grooming service for your pet's basic hygiene needs.</p> <ul style="list-style-type: none"><li>• Advanced Prima bathing system bath</li><li>• Complete drying and thorough brushing</li><li>• Nail clipping</li><li>• Ideal for regular maintenance and comfort</li><li>• See chart for pricing</li></ul>	<h3>Essential Cleanse Plus</h3> <p>An enhanced grooming option for added neatness and care.</p> <ul style="list-style-type: none"><li>• Includes everything in Essential Cleanse</li><li>• Trimming for face, feet, and sanitary areas</li><li>• Enhanced care for a neat appearance</li><li>• See chart for pricing</li></ul>
<h3>Classic Grooming Experience</h3> <p>A comprehensive grooming package for a complete pet makeover.</p> <ul style="list-style-type: none"><li>• Includes everything in Essential Cleanse</li><li>• Full-body trim with clippers and scissors</li><li>• Groomer flexibility required</li><li>• Ideal for a polished, complete makeover</li><li>• See chart for pricing</li></ul>	<h3>Signature Grooming Experience</h3> <p>The ultimate grooming experience for premium, customized care.</p> <ul style="list-style-type: none"><li>• Includes everything in Essential Cleanse</li><li>• Provided by the highly experienced groomer of your choice</li><li>• Ideal for show dogs or pets that want to look like show dogs</li><li>• See chart for pricing</li></ul>
<h3>Elite Hand Stripping Experience</h3> <p>An exclusive grooming technique for select breeds to maintain coat health and beauty.</p> <ul style="list-style-type: none"><li>• Only available for breeds with coarse, wiry coats (e.g. Wire Fox, West Highland White, Airedale, Border, Cairn Terriers)</li><li>• Removal of dead hair from the undercoat by skilled groomer</li><li>• Consultation with groomer required before booking</li><li>• \$120/hour for all sizes</li></ul>	<h3>Cat Essential Cleanse Plus</h3> <p>A fundamental grooming service tailored for your cat's basic hygiene needs.</p> <ul style="list-style-type: none"><li>• Available on select Sundays, subject to availability</li><li>• Includes bath, drying, brush, sanitary trim, and nail trim</li><li>• Long haired cats: \$120</li><li>• Short haired cats: \$100</li></ul>

### Extra Services - \$25 each

**Sparkling Smile Teethbrushing:** Let our groomers give your fur-baby a dazzling smile! Our gentle finger brushing technique ensures a pleasant experience.

**Smooth Paws Nail Filing:** Say goodbye to scratchy paws! Our power grinder will smooth those nails to paw-fecton.

**Clear Ears, Happy Hearts:** No more ear woes! Our skilled groomers will carefully remove excess ear hair, making sure your pet feels as light as a feather. Note: We'll only proceed if it's safe to do so.

### Additional Fees

**De-matting:** We encourage owners to brush out excessive matting before the appointment. Excessive matting may require the pet to be shaved for their comfort. If de-matting is required beyond 10 minutes, a charge of \$3 per minute will apply.

**Advanced Age Pet Surcharge:** Dogs in their golden years (12+ years old or in delicate health) are given extra care and attention. A supplementary fee of \$25 is applicable.

### Discounts

**First time puppy discount:** For puppies visiting us for the first time between 4 and 9 months old we offer a discount due to the smaller size and the benefit of beginning to get the dog acclimated to the grooming process. First time puppies can take advantage of the Essential Cleanse Plus with a 20% discount.

## Dog's Best Friend & the Cat's Meow 2024 Price list

Size	Typical Breeds	Essential Cleanse	Essential Cleanse Plus	Classic Groom	Signature Groom
X-Small (less than 10 lbs.)	<b>Long haired:</b> Yorkshire Terrier, Maltese, Shihtzu, Havanese, Toy Poodle	\$50	\$70	\$80	\$100
	<b>Short haired:</b> Chihuahua	\$40	\$60		
Small (11-25 lbs.)	<b>Long haired:</b> Lhasa Apso, Tibetan Terrier, Shihtzu, Miniature Poodle, Bichon Frise, Scottish Terrier, Welsh Terrier, Miniature Schnauzer	\$75	\$100	\$120	\$150
	<b>Short haired:</b> French Bulldog, Smooth Dachshund, Beagle, Boston Terrier	\$60	\$85		
Medium (26-45 lbs.)	<b>Long haired:</b> Bedlington Terrier, Soft-coated Wheaton Terrier, Kerry Blue Terrier, Springer Spaniel, Cocker Spaniel, Standard Schnauzer, Barbet, Labradoodle, Goldendoodle, Corgi, Laphund, Cattledog, Miniature Australian Shepherd, West Highland White Terrier	\$100	\$140	\$175	\$205
	<b>Short haired:</b> Pitbull, Basenji, Boxer, Dalmatian	\$80	\$120		
Large (46-65 lbs.)	<b>Long haired:</b> Standard Poodle, Portuguese Water Dog, Airedale, Irish Setter, Labradoodle, Goldendoodle, Husky, Collie, Labrador Retriever, German Shepherd, Australian Shepherd, Golden Retriever, Chow Chow	\$130	\$180	\$230	\$260
	<b>Short haired:</b> Pitbull, Basset Hound, Doberman, English Bulldog	\$105	\$155		
X-Large (66+ lbs. accepted at discretion of staff)	<b>Long Haired:</b> Malamute, Akita, Mastiff, Bernese Mountain Dog	\$165	\$225	\$300	\$330
	<b>Short haired:</b>	\$130	\$190		

## Policies:

### Introduction

Welcome to our pet grooming salon, where we strive to offer a safe, comfortable, and stress-free experience for your cherished pets. To achieve this, we have established essential policies to which we kindly request all clients to adhere. We encourage you to read these policies thoroughly to familiarize yourself with our procedures prior to your pet's first appointment. Our aim is to create a clear and mutually beneficial understanding to ensure a consistently excellent experience.

### Payments and Billing

- **Credit Card Requirement:** For new and infrequent customers, a valid credit card is required to secure an appointment. A \$60 deposit will be processed 48 hours before your scheduled visit. Established clients may continue to pay by check or cash without the need for a credit card deposit.
- **Remaining Balance:** The outstanding balance is due upon the completion of each appointment. We accept payments in the form of cash, credit, or check.
- **Non-sufficient Funds and Declined Cards:** A \$30 fee will be levied for any bounced checks or declined credit card transactions to offset processing charges.

### De-matting

- Additional charges may be incurred for pets with severely matted coats. If the de-matting process is expected to take longer than 30 minutes, we will either reschedule your appointment or request permission to shave the coat.

### Appointment Policies

- **Cancellations:** A 48-hour notice is required for cancellations or rescheduling. Any appointments cancelled within this 48-hour window will require full payment of the scheduled services. This includes cancellations triggered by undisclosed requirements or health concerns identified on the day of the appointment.
- **Missed Appointments/No-Shows:** No-shows will be charged the full amount of the scheduled appointment.
- **Late Drop-offs:** Arriving more than 30 minutes late will result in the appointment being cancelled and considered a no-show. Rescheduling will be the responsibility of the pet owner.
- **Sunday and Monday Bookings:** Appointments scheduled for Sundays and Mondays require full upfront payment, as our salon is typically closed on these days.

- **Undisclosed Requirements:** Any special needs or conditions that would extend the appointment duration by 30 minutes or more must be disclosed in advance during booking. Failure to do so may result in appointment cancellation or rescheduling.

### New Appointments and Consultations

- **First-time Clients:** A mandatory 15-minute consultation is required, either in person or over the phone. When conducted over the phone, photographs of the pet must be provided in advance. Special discounts are available for first-time puppy grooming.
- **Online Booking:** Highly encouraged and given priority over phone and walk-in bookings. Please disclose any special needs during the booking process.
- **Advanced Booking:** Appointments can be scheduled up to 120 days in advance. However, those scheduled beyond this period are subject to change based on groomer availability and shop hours.

### Pet Health and Safety

- **Vaccination Records:** Proof of initial DHPP, rabies, and Bordetella vaccinations is mandatory.
- **Behavioral Concerns:** We reserve the right to refuse service to pets displaying aggressive behavior.
- **Emergencies:** Should an emergency arise, our initial step is to contact you. If you are unreachable, we have your consent to consult a veterinarian at your expense.
- **Reception Area Conduct:** To avoid potential conflicts, even well-behaved dogs should wait outside the reception area if other dogs are present.

### Media Usage

- **Photography:** We may take photographs for monitoring and promotional activities. Should you wish to opt out, please inform us in writing.