

Snazzy Pawz By Yazzy - FAQs

Q. What is included in a Bath and Blow dry?

Our basic bath includes a bath with shampoo and conditioner suited to your pooches coat, towel and blow dried, brush out, and ear cleaning. We are sure to check over your pet for any abnormalities.

Q. My Dog is in their Senior Years

Please send us a message via the contact form/email or contact number provided on the website. We'd be happy to hear from you to accommodate your beloved pets needs. If in any doubt, please consult your vet who will help you to decide whether there would be any adverse risk in grooming your older dog.

Q. Do you groom rescue dogs?

We would love to help you introduce your rescue into the grooming world, we recommend speaking with us prior to the appointment or booking a free in-person consultation, to fully understand the needs and requirements of your pet.

Q. Can I stay and watch while you groom my pet?

As much as your pet will want you there with them, it's not recommended for you to stay as this will only hype your pooch up, causing them to wiggle around to be near you, which is not safe whilst the groomer is providing the treatment for your pet. Please feel free to take a look in the salon from reception to see where your pet will be taken great care of, and please do not hesitate to call during the appointment time to see how they are getting on.

Q. Allergies?

Please let us know of any known allergies. We may give your pet a treat and a spritz of cologne at the end of their treatment, please let us know if you do not want this for your pet.

Q. Do you offer any discounts for multiple pets?

Yes, we offer a 10% discount for multiple pets. This discount applies to pets from the same household.

Q. My dog can be aggressive during the grooming process, will you attempt to groom?

We would love to help you and the needs for your pet in any way possible, therefore, we recommend booking a consultation to allow a meet and greet and for your pet to get accustomed to the environment. Please note, during the grooming process if your dog displays aggressive behaviour we will use a soft muzzle, if you wish for your pet not to be muzzled please let us know in advance. If we are not able to muzzle your pet, please be aware that grooming will not continue and we will contact you to provide an update.

Q. No show appointments/cancellations

Appointments must be re-scheduled or cancelled 24 hours in advance, failure to do so will result in full payment as per the terms and conditions contract and at the time of submitting the booking.

Q. Do you use crates/pens?

We prefer to avoid this option at all cost, however, safety of the groomers and other dogs is top priority at the salon, therefore, if at the time of your booking your pooch is finished and milling around with the other dogs and we believe there to be something not quite right, the dog/s will be caged and given reassurance. If your pet is not comfortable with being created, please do let us know in advance.

Q. Collection time of my pet

We would love your pooch to be returned to you as soon as possible, once their treatment has finished, as we know how much they miss their fur-hoomans! Therefore, if you are unable to collect your pet we would appreciate as much notice as possible, so that necessary arrangements are made, along with an additional fee for pet sitting.