

2022 SYMG COMMONLY ASKED QUESTIONS

- **Q: Can I pick-up my pet after you close?**
 - **A:** Yes, we charge \$1 per minute after 5:00pm pickup. The latest time to pick-up is 5:30pm. After 5:30pm, your pet is considered a boarder and will be boarded for the night. The owner will be responsible for all boarding fees associated, as well as the original grooming charges, AND the associated late fee charges.
- **Q: I have a lot of errands to run, can my pet stay for a few hours after their groom is complete?**
 - **A:** You are given a free one hour grace period to pick-up your pet after you have been contacted by your groomer. We normally will call first (and leave a voicemail if no one answers), followed up by a text. After your free one hour grace period, daycare charges will begin to incur.
- **Q: It's been awhile since my pet has been groomed and they may have some mats, can you still groom them?**
 - **A:** Yes, we can groom pets that are matted. If the mats are too severe and we feel it is unsafe to groom, we will refer you to a veterinarian. We charge extra fees for any and all mats.
- **Q: My pet gets nervous and can become unsettled or even aggressive around new people, can you still groom them?**
 - **A:** Yes, we will try and groom pets that may have some behavioral challenges. We will only do so in a safe manner. Once it becomes unsafe, we will refer you to a veterinarian. We charge extra fees for any sort of extra handling that may occur.
- **Q: I don't like my pet being here for hours at a time, can you guarantee a quick turn around time?**
 - **A:** We do not rush any of our services. That could mean that your pet is in our care for hours at a time. If you need your pet finished within a certain time frame, we offer Express Groom services, for an additional fee of \$20 per pet.
- **Q: I'm running late for my appointment, will you still take me?**
 - **A:** Yes! However, you only have a 30 minute grace period. Anything after that time frame, you will have to reschedule.
- **Q: What type of vaccines do you require?**
 - **A:** We require a copy of the most recent Rabies, Distemper and Bordetella vaccines for our boarding and daycare services. A copy of the most recent Rabies vaccine is only required for our grooming services. Providing a rabies tag will not suffice.

- **Q: What if I cannot produce vaccine information for my appointment?**
 - **A:** Assuming your pet is non aggressive, we will still groom your pet for an additional fee of \$15 per pet. However, we will not accept pets that cannot produce vaccines for boarding or daycare.
- **Q: My pet has not been spayed or neutered; can they still come to your shop?**
 - **A:** Unaltered pets are more than welcomed to come for grooming. However, unaltered pets cannot receive any form of daycare. Unaltered pets can board overnight with us, for an extra fee of \$15 per pet, per night.
- **Q: My pet does not do well in a kennel, they usual break out of them at home, can they still board overnight with you?**
 - **A:** If your pet destroys any of the property belonging to Strutt Your Mutt Grooming, we reserve the right to add a destruction fee to your bill. We understand dogs will be dogs and they destroy things sometimes, but if your pet does major damage, we will have to add the extra fee at check-out.
- **Q: Can I walk in? Or must I have an appointment?**
 - **A:** We are an appointment only salon, if we have time, availability and proper staffing, then we can consider taking walk-ins.
- **Q: What do you do about fleas?**
 - **A:** In order to prevent the spread of fleas within our shop, if your pet has fleas, we reserve the right to give your pet proper treatment while he or she is in our care (at the owner's expense). We will give you a courtesy call prior to, but if you do not answer, we will proceed with said treatment.
- **Q: Why do you keep my credit card on file? Is it safe?**
 - **A:** Because we have a small business, our time and resources are limited. Therefore, we cannot afford clients who no-show or who are consistently late or consistently cancels. Also, due to our limited space, we may require boarding deposits, multiple pet household deposits, and new client deposits. In order to keep our small business a thriving one, we reserve the right to charge clients who are not compliant with our rules, regulations & protocols using any credit card on file Our credit card processing terminal, Square, is extremely safe. All information is encrypted to Square's servers, regardless of public or private WiFi connection or a data service on a cellular phone. Square complies with all required PCI Standards.

If you are not happy with your service, please let us know! We always try to rectify any situation you are unhappy with. Call us, let us know, and let us fix it! We reserve the right to refuse service to you or your pet if we do not feel safe or comfortable performing any said service.