

Policies and Procedures
To keep everyone awesome, for the dogs!

NO SHOW/LATE ARRIVAL/RESCHEDULING

- No show, without notice, will result in a FULL GROOMING PRICE rescheduling fee.
- Arrival 15 minutes or more after the appointment time will automatically be rescheduled.
- If an appointment needs to be rescheduled, please do so within 24 hours of the appointment time. Anything less will result in a 50% GROOMING PRICE rescheduling fee.

PICK UP

Either a pick up time will be given before the owner leaves or we will call when the dog is close to being finished. There is no strict policy for pick up at this time, but please be available for your dog for pick up (and the entire groom).

FLEAS

- FLEAS are a groom shop nightmare. A charge of \$30 will be applied if fleas are found.

PUPPIES/FIRST TIME GROOMS/ELDERLY DOGS

-Puppies, whether they are 12 weeks old or 9 months old; if it's their first time (or two) at the groomer they are not ready for a full groom. Any bathing/brushing at home is awesome, thank you, but being at the groom shop is TOTALLY DIFFERENT than being at home. Noises, people, expectations, being on the table, etc. will be new and like anything, they have to learn how to. Just like peeing outside. It doesn't happen the first time and neither does grooming. Dogs have a lifetime of grooming and this experience needs to be positive.

-First time at the groomer, no matter what age, is a wild card. We will try it, but anything can happen and we need to have flexible expectations.

-If your dog is elderly and they have been great at the groomer for many years, please know this can start to change as the dog ages. Again, we have to be flexible with realistic expectations.

THIS IS ALL IN THE BEST INTEREST OF YOUR DOG AND THEIR HEALTH AND WELLNESS. (Who can argue that? No one!)

A last note:

We are working with live animals and every single groom will be different. Grooming times can vary, as well as the outcome. We work for the dog and will always do our best to maintain a safe environment. Rebel Pet reserves the right to deny service at any point to any dog. Policies and procedures help to keep the shop open to continue to serve your dogs and our community. Thank you for understanding.