

The Oodle Policy

- The pet's parents need to be home during the entire grooming session.
- The groomer won't groom dogs left outside or collect them from inside the house. It's crucial for the pet's parents to be present in case of any emergency.
- Grooming can trigger various reactions in dogs, and it might cause stress or unusual reactions. Safety measures are in place, but accidents or health issues can still occur, like bloating or seizures. In case of minor issues, the groomer will use liquid bandage, but for severe cases, they will accompany the pet parent to the vet.
- The safety and comfort of the pet are always the top priority. If the groomer feels unsafe to continue, they will stop immediately and arrange another day if necessary.
- If the groomer feels unsafe to proceed, they may recommend a vet for grooming. They won't compromise safety or hurt a dog out of pride.

- The groomer reserves the right to choose their clients. Disrespectful behavior won't be tolerated, and the groomer may refuse service.
- If the groomer feels unsafe or detects harassment, they'll stop the service. Suspicion of animal cruelty will be reported to the authorities without hesitation.
- If a pet is abandoned in the groomer's care, they'll take steps to ensure their safety.
- A card must be on file before the first appointment for travel fees and flea/tick treatments. Payment can be made via the card on file or other methods like Square reader or Cash. Multiple Interruptions during grooming will result in an additional charge.
- Upon arrival, the groomer will park according to pre-discussed directions, and neighborhood standards. Gray water will be expelled outside through a drain, so if preferred, the groomer can park on the street.
- The groomer will greet the pet and owner at the bus door, after arriving early to set up. The grooming process may take 1-4 hours per dog.
- The generator will be running during the appointment, and noise should be expected. It won't be turned off due to neighbor complaints.