 **Grooming Policies** 

* All grooming’s are by appointment only. Please schedule in advance to ensure your pet will be groomed regularly and in adequate time.
* Cancellations must be made 24 hours in advance. If you fail to cancel within 24 hours of your scheduled appointment time, there will be a charge of $10 to a credit card on file.
* Failure to cancel grooming appointments within 24 hours will result in a “no call no show” strike. After three incidents, we can no longer schedule future grooming appointments.
* Please arrive five minutes before your scheduled appointment in order to discuss instructions for grooming.
* Please provide adequate grooming instructions to ensure your satisfaction on your pets grooming.
* Not every pet can be done exactly as envisioned. If your pet has matting, it can be bad for their health and cause injuries. Matts will required to be removed for your pet’s comfort and health. Other fees may apply.
* Parasites will be removed if found and other fees will apply.
* If your pet has any type of medical issues, please inform the groomer upon drop off.
* Your pet must be picked up within a half hour of the discussed time at drop off. If you are unable to do this, you will be charged $5.00 for every half hour of wait time up-to $25/a day of daycare. We are a cage less facility and are not able to separate grooming dogs from the population easily. If you cannot make accommodations, we can do an assessment test and have the dog in for daycare while here for grooming.
* Remember that we are here for the health and best interest of your pet. Not every pet is perfect for grooming, and it can be a stressful experience. We will try to do our best to provide you with what is instructed. However, we must keep safety in mind. Not all pets are able to be groomed without the assistance of medication. Please keep this in mind.

Owner: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_