



## **Paws on Cook Grooming 2023!**

Paws on Cook Grooming is a luxury grooming experience for your furry family member with one on one grooming service. We use high quality environmentally friendly products, electric lift equipment, comfort groom table mats as needed, and a skilled groom team!

### **What does One on One Grooming Mean?**

One on one grooming means our groomers work on one dog at a time without needing to divide their attention to the care of multiple dogs. The grooming is provided start to finish with one groomer per dog!

You might think of this like your own hair appointment: you arrive, receive your service, and you depart ~ you don't sit in the stylists chair chatting (barking) the day away and distracting your hair stylist from their next appointments! We kindly ask that you respect our groomers and their craft, and make arrangements to have your dog dropped off and picked up on time.

### **Special Needs Dogs:**

Dogs who have challenges with other dogs or have serious health issues cannot be booked online. Please email [groom@pawsoncook.com](mailto:groom@pawsoncook.com) with information about your dog.

### **Services Not Provided:**

We do not groom sedated dogs without prior knowledge and consent of your groomer; please email [groom@pawsoncook.com](mailto:groom@pawsoncook.com) for consent prior to booking.

We do not groom female dogs in heat or dogs who have a history of biting humans.  
We do not do anal glands; please have your veterinarian attend to this as needed.  
We do not brush teeth.

### **Scheduled Dog Policy:**

Please do not bring a dog other than the dog that is scheduled for the appointment time. We have prepared in advance for the scheduled dog, reviewed the intake information and grooming requests, and ensured we have the appropriate time available for grooming that dog; alternate dogs will not be accepted and the 100% missed appointment fee will apply.

### **Pre Groom Dog Check In Policy:**

Your dog will be checked over for possible matting and anything that may be a challenge in the grooming process. Please be sure your dog comes in dry and has had an opportunity to relieve themselves. DO NOT take your dog swimming prior to grooming; often clipping is done prior to bathing and we fur can not be clipped. A wet dog may be refused services and a 100% missed appointment fee applied.



### **Parasite Policy:**

Please do not bring in a dog that has fleas or lice; this is a risk to any other dogs being groomed and will require our salon to be disinfected. If your dog is found to have fleas or lice, you will be called for immediate pick up, and a missed appointment fee of 100% plus a disinfection fee will be applied.

### **Cancellation Policy:**

We require at least 24 hours notice if you need to cancel or reschedule your appointment and purposely send appointment reminders 30 hours in advance to allow time for you to make any last minute necessary changes.

If you cancel with less than 24 hours notice, 50% of the cost of the missed service will be applied and will be required to be paid prior to the next appointment.

If you are 15 minutes or more late, your appointment will need to be rescheduled and we will require a 100% of services missed fee.

### **Missed Appointment Policy**

If you miss your dog's scheduled appointment completely or cancel at the time of your appointment, you will be required to pay 100% of the cost of services missed, to be paid prior to the next appointment.

New clients to Paws on Cook Grooming who miss an appointment or are more than 15 minutes late will be required to pay 100% of the cost of services missed plus pay a 50% deposit on the next rescheduled appointment.

Clients who miss appointments or cancel last minute for two scheduled appointments may be asked to find alternate grooming services. Again, we respect our groomers time and craft, and expect that you do too!

### **Late Drop Off & Pick Up Policy:**

Paws on Cook is a busy one on one Grooming Salon. This means your dog's appointment time is booked for only them, and it is extremely important that you drop off and pick up your dog on time.

Additionally, we do not offer daycare services and do not have the space or means to keep dogs after their grooming is complete. We will give you an estimated time to pick up your dog, and will text you when they are ready. We ask that you are available to pick up your dog within 15 minutes of their scheduled pick up time, or within 15 minutes of the "they're ready" text.



### **Timely Drop Off Policy:**

Please arrive at your dog's appointment on time; please call, text or email if you will be late.

If you are 15 minutes or more late, your appointment will need to be rescheduled and we will require a 100% of services missed fee. Again, we value our groomers time and craft, and your dog has a specific amount of time allotted for their grooming; partial grooms are not possible.

### **Timely Pick Up Policy:**

You will be given a time that your dog will be ready for pick up when you drop off your dog, followed by a text when they are ready; you will need to pick up your dog within 15 minutes of the time estimate, or within 15 minutes of the text you receive that your dog is ready to be picked up. There will be an additional 15 minutes grace period before late fees apply!

If you are 30 minutes late picking up your dog a \$10 late pick up fee will be added to your bill, after 30 minutes you will be charged \$1 per minute for your dog to wait with us for pick up.

\*Please note that waiting dogs will most likely need to be kennelled.

### **Muzzled Dog Policy:**

If your groomer determines at any time that your dog is at risk of biting, a muzzle will be used to keep the groomer and your dog safe.

### **Matted Dog Policy:**

Groomers are seeing more matted and more severely matted dogs than ever before. We DO NOT dematt dogs as it can be an extremely painful process for the dog and we consider it inhumane. Our first priority is safety; our second priority is comfort.

You will be required to sign a matted dog waiver before we shave your matted dog. If you refuse shaving service, you will be required to pay the lowest rate for the scheduled appointment as this will be considered a late cancellation.

We are not here to judge; we are here to help, but we ask for your understanding and cooperation during this process.

### **Why We Shave A Matted Dog:**

Shaving is absolutely not the easy, quick or lazy way to groom a matted dog. It is the safest, kindest, and only way to groom a matted dog. Shaving a matted dog takes up to double the time



as any other style of grooming because your groomer has to be extremely careful; matting comes with many risks and it is challenging.

Sometimes, depending on the dog's experience with grooming, this type of service can require 2 or more groomers to complete the shave safely.

#### **Matted Dog Pricing:**

Matted dog prices start at \$100 and could go up as high as \$500 depending on size of dog, behaviour of dog, severity of matting, and number of groomers/assists that are required to shave the dog safely. This grooming could end up needing to be broken up into 2 or more appointments and for each appointment you will be charged for the services and time provided for that appointment.

#### **Grooming Fixes and Complaints:**

We want to hear your feedback! If you are unhappy with something about your dog's grooming and would like it fixed, or you have a complaint you would like to raise please let us know within 48 hours of your dog's appointment. We are happy to make arrangements to fix what we can, and/or make notes of preferences for future grooming.

We kindly ask that you please bring this to our attention within 48 hours as we cannot fix a haircut on a dirty or grown out coat. After 48 hours, we will not be able to resolve the issue.

#### **Accurate Online Booking of Appointments:**

Please ensure you have read the appointment description and booked the appropriate appointment for your dogs weight and desired service. If you're unsure or if you don't see the service you're looking for in the descriptions, simply email [groom@pawsoncook.com](mailto:groom@pawsoncook.com) with your questions and we'll assist you with booking the appropriate appointment.

The bookings reflect the time needed to groom your dog and if you've booked an inappropriate weight or service, we may refuse service upon arrival with full cancellation fees in effect.

\*updated June 21 2023



## **Paws on Cook Grooming Price Guide**

On this price guide you'll notice a range in price for each service. The range accounts for the variety of sizes and circumstances we face with each individual dog including their behaviour, condition of their coat, and the resources required to manage the dog through the grooming process.

If your dog has been groomed with us prior to 2023, you can expect approximately a 5-10% increase in price from 2022 rates.

### **PUPPY PACK**

This service is for puppies up to 5 months old and having had their second set of vaccines, and we recommend booking this service two to three times before booking a full groom. This is an important step in preparing your puppy for a lifetime of grooming! **\$65-\$300**

### **BATH & NAILS**

Simple groom service with the basics of a good bath, ear cleaning, nail trim and light brushing for short coat dogs; **short coat dogs only please.** **\$65-\$200**

### **BATH & DE-SHED**

For double coated breeds or any shedding dog that needs a good bath, blow out and de-shed to get that undercoat out! This service includes a bath, nail trim, ear cleaning, full de-shed, and can include optional tidying of feet and all over trim by request. **\$75-\$300**

### **BATH & TIDY**

If your dog needs a good bath, brush and a light tidy in between full grooms or an occasional clean up, this is just a FACE, FEET, BUM & SANITARY tidy; no other trimming will be provided. Your dog **MUST NOT** be matted as we do not offer de-matting. This service includes a bath, nail trim, ear cleaning, brush and tidy of face, feet, bum and sanitary. **\$70-\$300**

### **TAKE IT SHORT (SHORTER THAN 1/2") - FULL GROOM**

This is a nice, short (shorter than 1/2") and easy maintenance grooming, but not a close shave and includes a bath, nail trim, ear cleaning and short full body hair cut. **\$80-\$300**

### **KEEP IT LONG (LONGER THAN 1/2") - FULL GROOM**

This is a long (longer than 1/2") hair grooming that requires maintenance between grooming appointments to prevent matting; your dog **MUST NOT** have matts to book this appointment. Includes a bath, nail trim, ear cleaning and long hair full body hair cut. **\$80-\$300**



**BREED CLIP**

For pure bred dogs with breed specific clips; modifications can be made upon owners specifications and requests. This is a full service groom and includes a nail trim and ear cleaning. Your dog must not be matted and be brushed and groomed regularly to maintain this style of clip.

\$90-\$300

**SPECIALTY CLIP**

If you are looking for a haircut longer than 1", this is considered a Specialty Clip / Handscissor. Please email [groom@pawsoncook.com](mailto:groom@pawsoncook.com) to inquire about booking this service as we will require more information to book your dog with the appropriate groomer. \$120-\$400

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I wasn't sure if we were doing these or leaving as is, so I left these down below to reference!

(Combine and New Name for Take it Short & Keep It Long; Full Service Groom/Haircut - all over haircut up to 1"long)

(New Name: Full Service Groom/Breed Clip - Body Shorter/Legs Longer)

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Appointment follow up email:

Hi there,

We wanted to follow up %form:9169395%'s grooming appointment and let you know how much we appreciate you trusting us to care for the grooming needs of your furry family member.

If you have any feedback in regards to the grooming, groomer or service provided at Paws on Cook, please do let us know within 48 hours of the grooming appointment so that we have the opportunity to address it in a timely manner.

Also, if you haven't yet booked your next appointment and would like to, here is a link to our website with the booking links: <https://pawsoncook.com/groom>



We look forward to seeing you and %form:9169395% soon!

Warmly,

The Paws on Cook Groom Team

