



Paws on Cook Grooming 2024!

Paws on Cook Grooming is a luxury grooming experience for your furry family member with one on one grooming service provided by Independent Groomers. Each of our professional groomers are their own independent businesses and charge directly for their services. Our salon is equipped with electric lift equipment, comfort groom table mats as needed, professional dryers and skilled independent groomers. We provide a calm and peaceful environment for dogs!

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.

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 the 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 with information about your dog if they require special attention (ie, are not dog friendly, have challenges being groomed, etc).

Services Not Provided:

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

We do not groom dogs who have a history of biting humans.

We do not do anal glands; please have your veterinarian attend to this as needed.

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 48 hours notice if you need to cancel or reschedule your appointment and purposely send appointment reminders 60 hours in advance to allow time for you to make any last minute necessary changes.

If you cancel or reschedule with 24-48 hours notice, 50% of the cost of grooming will be payable before your next appointment.

If you cancel with less than 24 hours notice, 100% 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 the 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 and DO NOT dematt dogs as it can be an extremely painful process for the dog and consider it inhumane. The first priority is safety; the 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 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.



Shaving 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 dog's 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 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 July 1 2024