



Paws on Cook Grooming Guide & Policies!

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 stylist's 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.

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 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.

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.

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.*

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.

Fixes and Complaints: please email groom@pawsoncook.com or call 250.888.9399 and press 1 for grooming!

Please note: we do not offer refunds on grooming and we cannot resolve issues with free services.

Matted Dog Policy:

With the rise of dog ownership, groomers are seeing more matted and more severely matted dogs than ever before. We DO NOT de-matt 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 the grooming can be started.

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 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.

Thank you for choosing Paws on Cook Grooming and we look forward to working with you to provide excellent care for your dog!