



Adore Dog Salon - Client Policies Updated: 09/2025

1. A 24-hour cancellation is required for all grooming appointments. Anything less than 24 hours is subject to a charge of the base cost of the dog's pricing category.
2. We ask you to arrive 10-15 minutes early for your appointment, arriving at your appointment time is considered late. Your appointments are scheduled so that your groomer may START the grooming process at the appointment time. A late fee may be assessed to your charges if you are late and is a decision to be made by your groomer or management.
3. We reserve the right to turn a client away if they arrive later than their scheduled appointment time.
4. A credit card is required to make an appointment. While we do not require deposits or prepayments, if a client does not show (also known as "No call No Show" or "Fail") to their appointment, you will be charged the base cost of your dog's pricing category.
5. If your dog excessively urinates or defecates in the salon, you may be contacted and must immediately be ready to pick up your pet. This may result in clean up fees. Fees are to cover the cost of re-bathing with more products, re-drying and cleaning processes.
6. We DO NOT de-matt any pets, we consider this a painful and traumatic experience for pets.
7. Our salon closes promptly at 4pm. Some grooming appointments do extend beyond that timeframe due to specific reasons. If you have been contacted to pick up your dog by 4pm and you are later than 4pm- you will be charged \$1.00/minute late as a kenneling fee.
8. Adore Dog Salon and its employees have the right to stop services pre or mid groom with a client's dog if they pose a safety risk to themselves or our staff.
9. Haircut didn't turn out the way you expected it to? We've got you covered! We require notice within 48 hours of services to discuss and set up a time for the pet to come back to the salon to correct any areas of concern. Please contact the salon directly to discuss further.
10. Adore Dog Salon and its employees have the right to turn away or refuse any client if there is a violation of company policies. This includes berating, disrespectful interactions or sexual harassment towards any staff member.
11. Please inform us of any behavior-modifying medication, health conditions, physical ailments, or allergies BEFORE your grooming appointment. We strongly suggest that you wait 1 week post vaccinations and require 2 weeks post spay/neuter to groom your pets.