

GROOMING POLICY

Our goal is to provide the best service we can to **all** our clients, to do this we have strict policies in place

Timing

A full groom usually takes about 3 to 4 hours depending on how the groomer is running throughout the day. Every individual dog is different, we can only give you an estimate for how long it will take. (especially if it's pooches first visit, they will not be rushed through the process).

Drop Off

You must attend your appointment on time. We may not be able to fit you if you're running late. We can accept an earlier drop off however a daycare fee will be applied.

Pick Up

Once the groom is complete, we will contact you with a call/text, please keep your phone handy!

If you have organized someone else to collect, you may leave their number with us. We will contact them, if we cannot get ahold of them, we will contact you. It is **your responsibility** to communicate pick up details with us and persons collecting.

We will give you an hour for collection, fees will apply for late pick up.

Dogs will get excited if you are nearby, so please come on time and not early. If you must arrive early please stay out of sight. If your pet sees you, they may get too excited and we may not be able to finish the groom neatly and risk of injury rises.

Call First

We will contact you once the groom is complete.

If you think your pooch has been here a while, just send us a message for an eta.

We value strong communication between groomer and client. If any problems arise during the groom we will be in contact with you as soon as possible.

If you ever need any clarification or have any questions in regards to grooming, please ask us. We are happy to have a chat!

Matting Policy

We do not brush out matting.

De-matting your dog can be a lengthy and traumatic process.

Matting can even re-occur if you have previously had your dogs coat de-matted or de-tangled. This is because in the de-matting process, hairs get damaged and broken at different lengths and therefore can re-matt up again very quickly.

If matting occurs, there is a limit to what you and your groomer can do and more importantly, a limit to what your dog can tolerate.

Your groomers are not magicians, they will always do all that is possible to give you what you want. In situations where dogs are matted, they cannot wave their wand and make it all right!

Reasonable Risk Involved

Our skilled groomers always take due care whilst grooming but naturally working on animals, there is always some risk involved.

When working with sharp scissors and clippers around your dog, we can't always predict sudden movements. There is always a rare chance of cutting your pet's skin, and with removing matting, a higher chance. Please be aware of this. We will always do everything in our power to avoid this from happening.

All cost associated with Veterinary attention are the pet owners/agent's responsibility.

Fees

We can only provide a general quote. The price can change at any time at groomers discretion, based on the condition of the coat, size, and dog's behavior. Extra fees apply if you cannot collect your dog within a reasonable time, we usually allow an hour for pickup. As we are a busy business working in a petite space, we cannot hold your dog all day without putting into the daycare.

Ear Cleaning

Under Veterinarians recommendation for the best ear health we have the following policy;

Cleaning and removal of hair will only be done to the external parts of the ear. Any signs of infection or inflammation, we will not touch the ears unless advised to do so by a Veterinarian.

Teeth Cleaning

We will only apply cleaning gel and not remove plaque or tartar as advised to do so by the AVA (Australian Veterinary Association).

Flea Control

We do not accept dogs who present with fleas. If found to have fleas during the grooming session your dog may be sent home with a cleaning fee. All Pets should be on a flea control program, all times of the year.

Intact Dogs (not desexed, spayed, or neutered)

We accept intact dogs however we need to be made aware of this.

We will not accept dogs in heat. If you find your dog is in heat close to your booking, please reschedule.

After The Groom

If you notice any issues with the groom, please let us know as soon as possible (within a week) so we can adjust for you.

Please sign _____

Date _____