

# Grooming Policies

## Safety First

**All dogs must be on leash prior to entering, regardless of how well they listen!** Please keep your dog under control which keeps them safe and from wandering onto neighbouring properties.

## Appointment cancellations/no-shows

Please provide 24 hours notice or more if you need to cancel or reschedule your pets appointment so we may fill that appointment. **If you miss an appointment or fail to message or call to let us know, a \$25 fee will be added to your next groom if you wish to reschedule.** A missed appointment is a loss of income so please be considerate with this matter.

## Quotes/Pricing/Matted Pets

Quotes and pricing is based on each individual pet as every pet is different. Prices are based on time, style of cut, condition of coat and the quality of work that goes into each appointment. **HST is applied to ALL prices/quotes.** Payment can be made using Interac, cash, visa, MC or e-transfer.

Pets that are not groomed every 6-8 weeks (which is a standard recommendation for dogs requiring regular grooming), may develop matts or tangles that might need to be shaved for safety and the comfort of your pet. Severely matted or pelted coats (like shearing a sheep!) will be shaved. This is very uncomfortable for the pet, hard on the equipment and the groomer. **Extra fees will be applied (\$10-\$15 every 15 min for dematting/shaving the dog down.)** Tangles or matts that can be safely removed using specific tools will also be charged dematting fees. Loyalty rewards are available to clients who pre-book every 6-8 weeks!

## Late Arrivals

**If you are more than 15 minutes late dropping off your pet, the appointment may need to be rescheduled** in order to stay on time for the remaining clients of the day. Please contact us to let us know if you are running late in case we cannot accommodate your pet.

## Late Pick-ups

When you drop off your pet, you will be given an approximate pick up time ranging from 1.5 to 2 hours. A grace period of 15 min will be allowed after the pick-up time. **A late fee of \$5 every 15 min thereafter will be applied.** Please respect pick up times to avoid unnecessary late fees.

## Considerations

Please allow your dog to relieve themselves at home prior to their appointment. As a courtesy, please do not let them relieve themselves at or on the front steps, on any plants or flowers and the front lawn. Your cooperation is greatly appreciated!