



Appointments can be scheduled on the So Fetch & So Clean website or by calling 785.502.2406. **Phone calls will not be answered if I am actively grooming.** Please leave a message, and your call will be returned at my earliest availability. All text messages will also be returned at my earliest availability. For faster responses, texts are best.

Appointments are generally scheduled between **8:00 AM and 3:30 PM**, but in some cases, you may be able to book an earlier or later appointment. In order to book your appointment closest to your desired day and time it's helpful to know your schedule preferences. **The grooming process typically takes 1.5 to 3 hours on most dogs, but remember that things like matting, long length hair styles, or other circumstances may cause your groom to take longer.**

I strongly recommend getting your pet on a regular set grooming schedule. **I typically recommend keeping your dogs on a 6-8 week schedule.** For grooms that are breed-specific, double-coated dogs, some doodles, or kept a long-length, the appointments may need to be made every **4 weeks**.

Groomers often observe changes in your dog's health and well-being that can help you care for your dog effectively. Dogs that are groomed frequently are more comfortable with the grooming experience, have less matting, and are overall happier. Dogs that are in matted or impacted condition can have skin issues such as irritation, hot spots, and in severe cases, hematomas. Matted and impacted conditions not only cause strain on your dog's body but on the groomer's bodies as well.

Regular grooming also lets you maintain cute styles and longer hair. I want only the best for my clients, their dogs, and myself, which means **all dogs need to be scheduled at most every 8 weeks, unless otherwise discussed.** I understand that sometimes things happen and you need to reschedule, but chronic rescheduling that causes your dog to be regularly overdue for grooming may cause you to lose your spot in my books permanently.

DO NOT ASSUME YOUR DOG WILL TAKE THE SAME AMOUNT OF TIME AND COST THE SAME EVERY APPOINTMENT! Different cuts for different times of the year (seasonal shave downs and all over trims for colder weather) can take longer!

- **Dogs need to be filed under the owner's name - not a relative's or a friend's name.** Doing this makes it very confusing when scheduling appointments, and my booking software can only send text reminders to one number on the client's file.
- I will attempt to text you if you have not shown up to your appointment 5 minutes after the scheduled time. After 15 minutes, your appointment may have to be moved to my next available appointment time depending on my schedule. If you fail to show up for an appointment, you will not be notified for rescheduling. **Scheduling appointments and keeping up with them is the responsibility of the client.** Your dog(s) will be rescheduled at my next available appointment time. I will not overbook myself or stress myself out due to poor planning on a client's part.
- Two appointment reminder/confirmation texts will be sent 1 week and 1 day before your appointment. Please make sure to read the date and time carefully to avoid any confusion.
- Touch ups are accepted within the first week after the initial groom.

The salon will always be closed on these day:

- New Years Day
- Memorial Day
- Fourth of July Eve
- Fourth of July
- Day After Fourth of July
- My Anniversary (July 17th)
- Veteran's Day
- My Birthday (September 4th)
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- Day After Christmas