



Drop offs

- Please arrive promptly to your appointment, as my schedule is disrupted when a client is late.
- If you arrive more than 15 minutes late, I may have to reschedule you to the next available appointment slot. I will attempt to contact you if I am able.
- Early drop offs over 20 minutes must be approved by me before the appointment due to limited kennel space and limited staff.
- Dropping your dog off early **DOES NOT** mean they will be started and finished early.
- I will let you know at drop off if I am running behind and if that results in a later pickup.
- Please make me aware if someone other than yourself will be picking up your dog.

Pick Up

I work by appointment and do not have the staff or space for your dog to stay long after their groom has been completed.

- All dogs must be retrieved within an hour after you have been notified unless we have communicated and agreed on a later time. If your dog is picked up more than an hour after being notified, a **holding or daycare fee** may be applied to your total and varies by your dog's size and how long they are left in my care.
- The Salon closes promptly at 5:30 PM. A **\$20.00 Late Pickup Fee** will be applied if your dog(s) are not picked up by closing and it was not approved by me ahead of time.

Please communicate drop off and pick up times during scheduling.

If you have not been notified via text, email, or phone that your dog is ready for pickup, **DO NOT SHOW UP UNEXPECTED**. This disrupts me, all the dogs in the salon and puts me behind. Grooming a dog of any size from start to finish is a long and meticulous process. If I am rushed, there is greater risk of injury to the dog or myself. Your presence can be distracting and stressful to your dog, other dogs in the salon, and to me.

Completion Times

The time it takes to groom a dog can vary based on multiple factors. Understanding these factors will help you gauge how long your dog's grooming session might last.

Please note that designer breeds, specifically Doodle Mixes, have many of the listed factors and typically take longer than most breeds

1. Coat Length and Type

The length and type of your dog's coat significantly impacts grooming time. Dogs with long, dense coats like Golden Retrievers, Australian Shepherds and Poodles will require more time for brushing and detangling compared to short-haired breeds like Beagles or Boxers.

2. Size and Breed

Larger breeds generally take longer to groom due to their size. Breeds with specific grooming needs, such as double-coated breeds like Retrievers, Shepherds, Huskies or Malamutes, may require extra time for thorough brushing and undercoat removal.

3. Condition of Coat

If your dog's coat is matted or tangled, grooming will take longer to ensure proper care without causing discomfort. Regular grooming helps prevent mats and keeps the coat in good condition, reducing grooming time in subsequent sessions.

4. Behavior, Age and Personality

If your dog is young or brand-new to grooming, or generally has a fearful or anxious personality, your appointment might be on the longer side. Senior dogs may require extra break times or special techniques to make sure they stay calm and comfortable.

5. Health of the dog (or special hygiene considerations)

Issues such as allergies, sensitivities and skin diseases, seizures and blindness for example can add onto the overall grooming time.

6. Grooming Services Requested

Grooming time also depends on the service requested (Bath, Mini Groom, Full Groom).