

Policies

Call to schedule appointments (reception available Tuesday-Saturday 9am-6pm)

Late

- Please be on time for appointments as we schedule specifically enough time for your dog or cat's needs.
 - We schedule appointments back-to-back and so if you are running late, the groomers' entire day may be affected.
 - If you are running late, please call and we will try our best to accommodate.
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Cancellation

- Please cancel at least 24 hours prior to the appointment.
- Cancellations happen! But if it occurs two or more time, we will talk with you about our cancellation policy.

No Show

- If you do not show for the appointment, and we have no notice from you, we will implement a no show policy with you.
- With a second cancellation, we collect & safely store your credit card information and charge half of the cancelled groom.
- With a third cancellation, we charge the full amount of the scheduled groom & the card information is held minimally for a year, with full grooms charged if they are missed again.

Puppies

- We love puppies! We socialize them with a certified trainer for the first meeting, then schedule them for their first groom.

Large Breeds

- Depending the size & coat of the dog, we may have two groomers work together on your dog at the same time.

Late Pick-up

- Last time of pick up is 6pm.
- Picking up after 6pm will incur a charge of \$15 for every 30 minutes after 6:30pm.

Nail Trim

- Drop in Tuesday-Saturday 10am-2pm.



coats & tails
