



GROOMING & GROOMING SCHOOL

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Grooming Policies

New Client Bookings: Due to high demand for appointments and equally high instances of new clients canceling appointments with no notice, Dogs' Own is **requiring a \$20.00 - \$40.00 non-refundable deposit** in order to schedule your first appointment based on the size of your dog. This cost does go toward the overall total cost of your first groom and will be subtracted from the amount due on the day of your appointment. This policy will not affect existing clients and will only be applied to new clients for their first visit.

Vaccinations: By law, all dogs and cats are required to be current on their rabies vaccinations. All other vaccinations should be kept up to date, per your veterinarian's recommendations. *We do not ask to see proof of these vaccines*, but please understand that if your pet is not up to date it puts other pets in our facility at risk. Likewise, if you notice that your pet is sick, we ask that you reschedule the appointment until they are feeling better.

Medical Problems: Sometimes, grooming can expose or exacerbate a known or unknown pre-existing medical condition. *Please notify us of any conditions you know of prior to your appointment.* This includes, but is not limited to: auto-immune disorders, collapsing tracheas, food or environmental allergies, arthritis, seizures, etc. This will ensure that your groomer will take extra precautions and make every effort in making sure your dog has the most stress-free groom possible. If your groomer notices anything concerning while performing your pet's groom (swollen glands, lumps/growths, etc.) they will notify you immediately. Please do know that while we Dogs' Own are pet professionals, we are not veterinarians and

cannot diagnose any condition. However, they may suggest you seek veterinary attention in the event something out of the ordinary is found.

Parasites: If your pet has fleas, lice, or other creepy-crawlers we ask that you seek veterinary attention before bringing your pet in for a grooming appointment. These parasites are contagious – so leave their friends at home! If your groomer notices parasites on your pet during the groom, Dogs' Own will automatically administer a flea/tick bath at an additional charge of \$20 - \$50. This covers the specialty shampoo, additional time, and extra precautions necessary to keep our salon clean and bug free. Please know that flea/tick baths will kill parasites present on the dog but your pet will still need to see a veterinarian for a regular flea and tick preventative. If you have a bug problem, it is also important to treat your home, bedding, vehicles, and any other pets living in your home.

Aggression: Dogs' Own has worked with many animals with grooming behavioral issues and we strive to make your pet as comfortable with the grooming process as possible. If we note any behavior from a pet that is harmful to the point of hurting themselves or being a danger to our staff, we will STOP the grooming process and the owner must be available to immediately pick up their pet. A 'difficult dog' fee may be applied to your grooming charges for pets that need additional time or special handling. If your pet has a bite history, please notify your groomer during check in. If you do not disclose your pet's bite history, and a Dogs' Own employee is injured by your pet, you (owner) will be responsible for any medical/hospital bills that arise from such an incident.

Matted Coats: Dogs' Own is committed in the best interest of your animals' health and well-being. If your pet's coat is severely tangled, the best option is to start over fresh. De-matting is very painful for your pet, so we encourage owners to set vanity aside if your pet has a severely matted or impacted coat. Should you insist that your pet be de-matted, **a fee of \$1 per minute of brushing time (beyond the brushing time included) will be added to the price of the groom.** We will attempt to de-mat a severely matted dog only once. If the dog returns matted on subsequent grooming appointments, Dogs' Own reserves the right to decline de-matting. Dogs' Own suggests a regularly scheduled grooming (every 6-8 weeks) to ensure proper maintenance of the skin and coat, as well as to avoid matting. Extra charges may apply in the event of having to shave matted 'pelts' as this damages grooming equipment.

Potty Guidelines: Pets are always given the opportunity to relieve themselves in our secure potty area before, during, and after their groom. However, we do ask that you attempt to walk your pet before arrival to avoid any unnecessary accidents in the lobby. We do understand that accidents can happen and we are glad to help with cleaning up! If a pet has potty issues during their stay (diarrhea/bloody stool/etc.), we ask that you

are able to pick up your pet as soon as possible. In situations such as this, picking up in a timely manner is important to keep your pet clean and as stress free as possible. If the pet is not picked up immediately and our staff has to re-bathe your pet, **this will incur a charge of \$10 - \$20.**

Cancellations: Dogs' Own understands that life changes unexpectedly. If you must cancel your appointment, please give us 24 hours' notice. This allows us to fill the spot with another client. Failure to notify the business that you will be missing an appointment is considered a 'no show' - you as the client will be **charged 50% of the scheduled grooming price** for your dog. Should 'no shows' become habitual, we will ask that the client pay for the entirety of the groom in advance at the time of booking.

Please be respectful of your set appointment time. If you are running a few minutes late, we ask that you notify us as soon as possible. If you are more than 15 minutes late, Dogs' Own reserves the right to reschedule your appointment for a later date. If your dog is still able to be groomed that day, it will incur **a \$15 'late fee'** and the dog may be in our care longer than typical and fit in for a groom in between our other scheduled appointments.

Apprentice Grooming: Dogs' Own Grooming School operates alongside Dogs' Own Grooming Salon. This means we offer discounted grooming rates (25% off) for individuals with dogs that qualify for our student program. If you choose to book with an apprentice groomer, we do ask the following:

- Your dog will be with us for up to 4 hours. Apprentice groomers are still working on their technical skills and do not have the speed of a professional.
- While we ensure your pet goes home looking great, apprentice grooms may not be perfect. If you have a show dog, or are very particular about your grooming style, we suggest booking with a professional.
- Apprentice groomers are only available on certain days and times. Large dogs are only eligible for morning grooming appointments.

Pick-up and Drop-off: Dogs' Own is open Monday - Friday from 7:00 AM - 5:00 PM. When you drop off your pet, Dogs' Own will call you when your pets are ready. If you need your pet to stay for an extended time, please make these requests when your appointment is booked. Any pet in our care for six (6) or more hours will incur a 'day boarding' fee of \$20. This is to ensure they get multiple potty walks during their stay, a larger kennel, and bed. **All pets must be picked up no later than 5 PM. Any pets not picked up by 5:00pm will be charged \$1.00 per minute after 5:00pm pick up.**

- All pets will be tethered by a well fitted and non-tightening loop with a swivel on the loop when on grooming tables or in the bathing tub at Dogs' Own Grooming . Pets will always be supervised by a human in constant and direct contact when on tables or in the grooming tub.
- Dogs' Own (Dogs LLC) reserves the right to refuse services for any reason. This is including, but not limited to: pets who pose a threat to our employees or other pets in our care due to aggression, health problems, parasites, pregnancy or any other reason we deem necessary. *Clients who are disrespectful to staff or are deemed threatening by our staff will be refused service.*
- Although accidents are rare, there is a risk when dealing with live animals. Dogs' Own will inform you immediately in the event of any incident that occurs and/or any conditions we may notice. Please refer to the General/Matted/Senior Pet Release Form. If for ANY REASON you feel your pet may have been injured in our care, please notify management as soon as possible or within 48 hours of pick-up. Dogs' Own will only be able to investigate a claim of liability if we know about a concern immediately.
- If there is a problem with the quality of the grooming service we have provided, we kindly ask for verbal notification within 48 hours of pick up. This allows for our team to rectify the situation as soon as possible. We strive to always be communicating clearly, however being human, sometimes mistakes are made. If we can fix something you are unhappy about, we would like the opportunity to do so.

If you have any questions, please feel free to ask one of the Dogs' Own Team Members or Management.