

GROOMING SERVICE INFORMATION AND POLICIES

Effective 6/8/24

At The Green K9, we prioritize the health, safety, and happiness of your pets. To ensure a smooth and enjoyable experience for both you and your furry friend, we have established the following policies:

All dogs must be leashed at all times while in our shop. All cats must be in a carrier.

Appointment Scheduling:

- Appointments are required for all grooming services, including nail trims.
- All NEW clients will be required to keep a credit card on file to make an appointment.
- We recommend booking appointments at least 4 weeks in advance to secure your preferred time slot.
- As a courtesy, we will send you an automated text reminder at least 4 days prior to your appointment.
- We encourage you to pre-schedule your next appointment/s with our staff while you are checking out your pet at the counter.

Scheduling two or more dogs:

To hold an appointment for 2 or more dogs together, we require a credit card to be kept on file.

HOLIDAY SEASON: Due to the high demand for appointments during the holidays, all appointments scheduled November 10 – December 31, require a credit card to reserve the appointment, and must be cancelled no less than 48 hours to prevent a cancellation fee of 50% of the base grooming price.

Arrival Time:

- We ask that you arrive at least 10 minutes prior to your grooming appointment. This will allow for a meeting with your Groomer to discuss any specific instructions. It also allows your Groomer to look at the condition of the coat to give you a more accurate price and pick up time.
- Please call us if you know that you are going to be late for your appointment. We will do everything we can to provide you the service you booked; however, if you are more than 15 minutes late, we may not be able to complete your service, and still be on time for our next pet. If that is the case, we would need to re-schedule your appointment. It will be considered a late-cancel and subject to a cancellation fee.
- If you arrive more than 15 minutes late for your appointment time, we may have to re-schedule. This will be considered a same day cancellation, and will require a fee of 50% of the starting groom price.

Late Pet Pick up:

If your dog is unable to participate in our day care program after their groom, we ask that you pick them up within 30 minutes of the pick up time that we will text to you. We are limited in space to keep dogs separate. Unless a later pick up is pre-arranged, this may result in a \$5 fee for every 15 minutes thereafter.

Grooming Results and Corrections:

We aim to achieve the exact grooming style discussed during the consultation. However, please understand that each pet's coat condition and texture may affect the final outcome.

All Groomers have their own style, and cuts may differ if your Groomer has changed. We take photos of each groom, and do our best to keep your pet's grooming style consistent. Please assist us by offering feedback when you pick up, so we can be sure you are happy with the grooming.

If you have specific preferences or concerns regarding grooming results, please communicate them during the initial consultation or when making your appointment.

We will be more than happy to fix a hair cut to your liking within 48 hours of the groom.

Grooming Prices:

Grooming prices are based on many factors including size, temperament, coat condition and grooming style. It is difficult for us to know ahead of time how much your grooming fees will be, but we can give an estimate once we know more about your pet. Price quotes given over the phone are starting prices based on breed standard size/coat and regular grooming.

If your dog is larger than breed standard, not on a regular 4-8 week grooming schedule or has conditions that extend the expected grooming time, such as behavior issues and a matted coat, your grooming fee may be higher than the estimated quote.

Aggressive Pets:

While we strive to create a stress-free environment, some grooming procedures may cause anxiety for pets. If your pet displays dangerous, aggressive behavior, we may use muzzles, soft cones or hammocks protection against bites.

We do recommend giving CBD at least one hour prior to a grooming appointment if you know your dog has anxiety. For those who's anxiety or aggression is beyond the help of CBD, please discuss medication options with your vet. Your Groomer will discuss this further at pick up.

Dogs in heat:

We do not groom dogs when they are in heat.

Pets who have been sprayed by a skunk:

We do not bathe or groom dogs who have been skunked for at least 3 weeks after the incident. Adding water to a dog or cat's coat who has been skunked will re-activate the odor. We cannot risk other pets in our care leaving with a skunk odor, or our facility having a skunk odor.

Flea and tick policy:

Please do not treat your pet with a topical flea and tick preventative 24 hours prior to their grooming appointment.

We do not offer flea or tick baths or a de-ticking service. We recommend that you contact your veterinarian for assistance.

Please do not knowingly bring your pet in with fleas and ticks. Pets found to have multiple fleas and ticks or an infestation will be sent home immediately, as it puts other pets and our facility at risk.

If one or two fleas are found, and we choose to groom your pet, there will be an extra \$5 fee for flea shampoo.

Vaccinations:

For the safety of all pets and staff members, we require all pets to be up-to-date on vaccinations. Proof of vaccinations is required prior to making a grooming appointment.

Vaccines required for Grooming and Day care services:

Distemper & Parvo (DHLPP or DA2PP), Rabies & Bordatella (Canine cough).

We do not require the Canine Influenza vaccine. Please discuss the need for this vaccine with your veterinarian.

For senior dogs: we will accept a letter from their vet stating that their pet is too old to receive anymore vaccinations.

To avoid over-vaccinating pets, we advocate for Titer testing for pets over 1 year old. Please discuss this option with your veterinarian, especially for senior dogs. A Titer test, also known as antibody testing or serology, is a blood test that measures the concentration of antibodies in a dog's blood to determine if it has immunity to a disease. Titer tests are often performed to monitor immunity to core vaccines, not for Bordetella. This is because Bordetella only stays in their system for under 12 months.

Pet Health Issues:

Prior to grooming, please inform us of any specific health conditions, allergies, or behavioral issues your pet may have.

For the safety and health of your pet, we reserve the right to refuse service or modify the grooming style based on your pet's health and behavior.

Emergency Medical Situations:

In case of a pet emergency during grooming, we will immediately contact you and, if necessary, seek veterinary care from your veterinarian if they are local or a trusted local veterinary hospital.

Cancellation and Rescheduling:

Please refer to our cancellation policy outlined separately.

Lost Items:

Please do not leave your collar or leash with us, unless someone else is picking up your pet. If this is the case, we will need to know who you have authorized to pick up.

We are not responsible for lost or misplaced items brought with your pet during grooming sessions.

Inclement Weather Policies:

Our normal 24 hour cancellation policy does not apply when there is inclement weather. We will do our best to give our clients at least a two hour notice if their appointment needs to be rescheduled, due to inclement weather. If you know that you cannot make it to your appointment, please call or email us as soon as possible. We will respect your decision to reschedule your appointment, even if we have decided to open for that day.

Please understand that some of our Groomers and support staff do not live in Urbana, and if they feel it is unsafe to come to work we will need to reschedule your appointment. Please check our Facebook and Instagram pages (greenk9urbana) for closing or delayed opening updates. We will also send an email notification.

Payment and Fees:

Payment is due at the time of service. We accept cash, all major credit/debit cards, and apple pay.

Additional fees may apply for extra services or special requests not included in the standard grooming package. Please see our pricing for add on services.

Customer Acknowledgement:

- By scheduling an appointment with us, you acknowledge and agree to abide by our customer policies.

These policies can be found on our website: greenk9urbana.com.

