

# Welcome to Good Dog Grooming

## Let us introduce ourselves:

**Julie** is a 4<sup>th</sup> generation dog groomer. She comes from a family that has trained, showed, and groomed dogs. She has been grooming for the past 25 years. She recently attended the National Cat Groomers Institute and received her **CFMG** (Certified Feline Master Groomer), a member of the **NAPCG** (National Association of Professional Creative Groomers).

**Mindi** has been a dog lover all her life. She has groomed for 8 years; the past 2 being here at **GDG**. Mindi is also a member of the **NAPCG**.

Currently, there are no state-wide regulations on the dog grooming industry... Anyone can be a 'dog groomer'. What sets Julie and Mindi apart from the rest is that they spend over 400 hours a year attending workshops and continuing education seminars along with monthly webinars. Julie and Mindi are both currently studying to receive the titles of '*Advanced Certified Groomer*' through the **NAPCG**. Over the years, our clientele has become like family. Julie and Mindi strive to stay on top of the safety and well-being of your 'fur kids' from their skin and coats to diets because the industry is ever changing.

Thank you for your loyalty and continued support, we look forward to servicing you and your pet throughout the years to come.

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We respect and value you and your pet so we are going to implement some new policies and guidelines for the New Year to make you and your pet visit as enjoyable and accommodating as possible.

Grooming is recommended every 4-6-8-12 weeks depending on the breed and/or condition of pet. Pre-booking is essential to maintain your pet's skin/coat and trim style for years to come.

We book by Appointment Only so sticking to a prompt schedule, whether it be dropping off or picking up your pet, ensures your pet return home to be as timely as possible.

- Drop-off is between 7:30am- 9:00am the morning of your appointment.

(If more than 15 minutes late, unless other accommodations are made, you will be asked to reschedule.)

- Cancellations MUST be made 48 hours in advance. Less than 48 hours will result in a \$28.00 fee and may be required to pre-pay for future bookings.
- No-Call/No-Shows will result in a \$45.00 fee and will require a pre-payment for future bookings.

## **Pick-Up Times**

Pick-up times can be as early as 12 noon. We will give you a courtesy call when your pet is finished. However, if you request a specific pick-up time, and do not arrive within 15 minutes of your scheduled pick-up, you may be subject to a late pick-up fee of \$1.00/minute. We close at 6:00pm. If you are more than 15 minutes late, you will be required to pay a \$30.00 over-night fee, unless other accommodations are made.

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## Check-In Check-Out Check List

### Upon Arrival...

- We will go over any grooming instructions you may have for the groomer.
- Check the condition of your pet for fleas, matting, etc...
- We will get specific pick-up time (if any) and best contact number.

### Check-Out...

- We will go over your pet groom, and if the groomer has any specifications or recommendations from your pet visit that day.
- We will pre-book your next appointment prior to leaving.

## Grooming Services

We are an ALL breed, ALL inclusive dog and cat grooming salon. Your pet will receive at each visit the following:

- Two (2) baths that are specific to your pet skin and coat condition
- Blueberry facial- enzymatic facial scrub
- Teeth brushing and enzymatic breath spray
- Coconut oil paw pad treatment
- Sanitary trim
- Paw pad trim
- Nails cut and filed
- Ears cleaned and plucked if requested
- Anal glands (upon request ONLY)
- Haircut of choice\*

\* denotes the condition of your pet coat to be determined by the groomer during check-in.

\* to groomers discretion .

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## Additional Charges

- **Creative Grooming-** Depending on size, design, and product use.
- **Fleas-** \$6.00
- **De-matting\*-** \$35.00/HR after the first 15 minutes (included in grooming price).
- **Behavior-** To Be Determined by your pet visit.

We hope you understand our new policies and procedures; we only want what's best for you and your 'fur kids'. Here is our promise to you:

*"We, as professional Dog Groomers at Good Dog Grooming, promise to accept our responsibilities when caring for all pets. We shall enhance their beauty through proper grooming skills to help in the creation and style best suited the individual pet and its owner, to continuously educate ourselves and our patrons in the proper care and welfare of their pets, and above all, HUMANITY over VANITY."*

I/we have read this entire Agreement, and have had the opportunity to speak with Good Dog Grooming with any questions or concerns. They have been answered to your satisfaction, and you agree to these terms.

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Pet Parent Signature

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Date

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Pet Parent Name- Please Print

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## MATTED DOG RELEASE FORM

Matted coats can cause a variety of skin & health problems. Matted fur does not allow for air circulation to the skin, causing hot spots, bacterial and fungal infections. Fleas, ticks, maggots and other parasites may be lurking in the coat causing further skin infections. Matted fur also pulls and binds, causing pain to your pet when they move or lay on mats. The skin underneath is usually raw and inflamed. Matted coats will not dry properly and can lead to rotting fur and skin. Due to matting, your dog's hair may need to be clipped extremely short to the skin and may show signs of skin irritations and sores due to matting, wet undercoat and dirty coat. In order to take care of a dog that has not been groomed often enough, and is matted, the required grooming sessions may be long, stressful, or painful.

It is the goal of Good Dog Grooming and our groomers to make your pet's grooming experience as stress free as possible.

Due to the condition of your dog, Good Dog Grooming has determined that the only humane thing to do is to clip the dog's coat down. This is a short clip, removing all the matting. Where feasible, we work to de-mat/brush out the dog's coat, but only when it would not cause excessive pain and suffering to attempt to do so. There is a strong chance that your pet's skin will become irritated during the clipping process. We will use a shampoo to help sooth any irritation that may occur. The matted hair rests tightly against the skin –the only way of removing mats is to use a short blade to clip between the skin and mats. Your dog may be nicked and cut because the groomer has to work so closely to the skin to remove the matted coat. Our groomers are very careful, but the possibility of injury exists. Understanding these risks, Good Dog Grooming is authorized to proceed with the de-matting process. Good Dog Grooming will be happy to show you how to care for your pet's coat so that matting does recur. Please schedule a follow-up appointment to speak with our groomers about the best methods for maintaining your dog's coat.

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I hereby release Good Dog Grooming from uncovered and/or occur during the clipping and de-matting process. Should my pet need veterinarian care after or during the process, I agree to pay any and all veterinarian fees.

Owner's Name (Print) \_\_\_\_\_ Date \_\_\_\_\_

Owner's Signature \_\_\_\_\_

Groomer's Signature \_\_\_\_\_ Print \_\_\_\_\_