

❖ Policy Change, Please Read ❖

Late Arrival & Pick up: We are a small Salon with one groomer and two bathers on staff per day. We must keep everything flowing on pace so that we are able to serve you, your pets, and other clients efficiently. If you are late dropping off, our scheduling is off, or if you show to pick up before your pick-up call, it takes additional time to calm your pet down and get back to grooming; this makes us fall behind in our grooming schedule. We ask that you try to be as punctual as possible. Please do not show up more than 10 minutes before your scheduled appointment and no more than 15 minutes after your scheduled appointment. If you are more than 15 minutes late for your scheduled appointment, we may not be able to take you that day, and you will need to reschedule.

Also, being punctual for pick up helps us greatly. Most pets know when they are done and they can become impatient waiting for pick-up, causing pacing, panting, and stress to other pets. If know you will need to leave your pet all day please let us know in advance, so we can schedule the day accordingly.

-Thank you so much for your understanding-
