

Policies and Procedures

To provide your pets with the highest level of care we have a safety policy. During the grooming process, if at any time your pet becomes nervous, scared, aggressive, or even overly hyper – we will slow down and help your pet to be comfortable and calm. It is important that the pets in our care are kept safe and as stress free as possible. We use many tools – some of them are loud and many of them are sharp. We need to prevent injuries, and the best way to do this is to have a calm and comfortable pet. We will work with your pet to help them feel comfortable. This will build a great experience for successful grooming for your pets' lifetime.

Charging

We charge hourly for all bath and haircut services. Everything is included in the hourly charge except: flea treatment, skunk treatment, and matting fees.

Included in our bath and haircut service: Nail trimming, nail filing (if tolerated), ear cleaning, bathing (shampooed twice + conditioned), blow drying, brushing spray, brushing, paw pad + potty area shaving.

Anal gland expression and ear plucking are available upon request only – no extra charge.

Vaccines

We require every pet to have had the rabies vaccine within the last 5 years. Please bring a paper copy, email groomsbykate@gmail.com, or text a photo to 231-299-4658

We require that you wait 72 hours after any vaccination or injection before a grooming appointment. Your pet may be sore at the injection site or have a reaction which could cause them to have a negative grooming experience.

Cancellations

We require 48 hours' notice if you need to change or cancel an appointment. We charge a late cancellation fee of half the cost of your groom for less than 48 hours, and the entire cost of your groom for less than 24 hours' notice. This fee must be paid before booking a new appointment.

Groomers work on commission (that means if the dog doesn't show up, they don't get paid.) We don't have a receptionist, so taking time out of our day to try and fill in a last-minute cancellation is not always possible.

Matting

ALL matting will be shaved whether it is one matt or a completely pelted coat. Brushing matting out is painful for your pet and will in turn cause them to associate pain with grooming. If you want your pets' coat to stay long, we can talk about grooming needs both in the salon and at home for your individual pet. A dematting fee of \$25/hr will be added to any dog that has a pelted coat. This fee goes up every time your dog comes in matted. If your pet comes in matted more than twice you will be asked to find new grooming services.

Injuries

We will do our best to prevent any injury to your pet during the grooming process. If at any time we feel it is not safe to continue grooming, we will stop services to your pet, and you will be charged for the time worked on your pet.

We do work with sharp tools on moving animals. Minor nicks, scrapes, or cuts may happen. We are prepared for this with a first aid kit. We will clean any wound, apply an antibiotic wound spray, apply gauze, glue, + vet wrap as needed. If there is an injury that requires vet care The Groomery will cover the costs – however, you are responsible for transporting your pet to your vet or the emergency vets in Traverse City.

Intact Dogs

We encourage every pet owner to spay/neuter their pets by age one. If you choose to keep your pets intact, please be responsible!

Intact females go into heat multiple times a year. As a responsible pet owner, you should know approximately when your dog is going into a heat cycle. We do NOT groom dogs in heat. If we discover your dog is in heat during the grooming process, we will stop the groom and your dog will be sent home. You will be responsible for paying the price of the groom in full. Exceptions for puppies coming into their first heat cycle as sometimes the stress of grooming can cause a puppy to start their cycle.

Intact males are more likely to urinate and scent mark. If your dog is known to do this, please let us know ahead of time. If your dog excessively urinates or scent marks, you will be charged a cleaning fee.

Skunk Dogs

We offer deskunking baths and try to get them in immediately. Please text 231-299-4658 as soon as your dog has been skunked. DO NOT BATHE YOUR DOG! If you apply water the skunk oil will set into your dogs coat and the smell will linger for months to come. Wipe your

dog with a dry towel, then apply a deskunking solution directly to your dog's dry coat. Let sit for 15-20 minutes and wash off. Skunk off + Scouts Honor are what we recommend.

Fleas + Ticks

We do not take in pets with fleas. We understand that sometimes owners are unaware of fleas, so we are prepared for them. If we find fleas on your pet, they will get a flea bath immediately. This may affect their groom being finished to perfection due to the extra time needed to kill and remove fleas. You will be charged a fee of \$25 added to your grooming total. If your pet comes in a second time with fleas the charge is doubled to \$50. A third time the cost is \$75, and you may be asked to find other grooming services.

Ticks are inevitable, and we will remove them as we find them. We will do our best to remove them completely, but sometimes in the removing process the head remains in the dog's skin. If this happens, we will apply a topical drawing salve such as Ichthammol.

We recommend treating your pet year-round with an oral prevention, Seresto collar, or Advantix II. Always watch your pet for reactions when giving your pet a medication, even if they have had it before. Seizures and rashes are a very common side effect from many different flea + tick medications.

Dog Waste

Please make sure your pet has time to potty before your appointment. If your pet is nervous for grooming, it is likely they will pee or poo during the groom. We ask that you wait to feed your dog until after their grooming appointment if your pet is known to do this. If your pet has accidents during the grooming process, we have to stop to clean and sanitize and this affects the time we have to finish the groom. Your pet's haircut may not be groomed to perfection, but you will be charged for the time spent on your dog.

If your dog is known to potty in the kennel, please let us know. If your dog pees or poos in the kennel and we have to wash them a second time, there will be extra charges and your dog may be sent home wet.

You are welcome to let your dog potty by the potty station directly in front of the salon. Please pick up after them with the bags and trash can provided. The rest of the yard in front of the house is personal property, and we ask that you please be respectful and not walk your dogs through our yard. That yard is kept pet waste free as our children play there.

Arriving to your appointment

Please bring your dog on a standard 4–6-foot leash, a crate, or carried in your arms. Retractable leashes, long leads exceeding 6 feet, or loose dogs can cause chaos or even a safety hazard. If you need help getting your dog into the building, we are always willing to help!

Please arrive ON TIME for your appointment. If you arrive more than 10 minutes early, please check to see if we can take your pet before bringing your pet inside. Appointment times are back-to-back, and we often have cats or difficult dogs scheduled as our first appointment of the day.

Pricing

All pricing is an estimate until the groom is finished. If your pet is on a regular schedule, your price will likely be the same every visit if it comes in the same condition and gets the same haircut every time. If your pet comes in extra undercoated, matted, extremely dirty, new skin issues, or covered in sap, tar, paint, burrs, etc.

There are many variables that go into the price of a groom including your pet's size, hair type, condition, length of current hair and of haircut desired, your pet's temperament and behavior for grooming and handling, and the amount of physical toll on the groomer. Extra-large dogs are physically demanding and hard to maneuver if they are not cooperative. Extremely small dogs are physically hard to restrain safely if they are not cooperative.

If your dog is calm, comfortable, and cooperative for grooming they may only need to be groomed every 6-8 weeks. However, if your dog is uncomfortable with grooming and needs more practice to become calm, comfortable, and cooperative we may require your dog to come in as often as every 2-4 weeks. This may be for a single service such as nail trimming or paw pad shaving, or it may be for a full bath + groom service. We do this for the safety of your pets.

We charge hourly, so your dog becoming a great grooming dog benefits your dog, us, and you! Please ask us for tips to help your dog become comfortable with the grooming process!