



CANINE COSMUTTOLOGY LLC

2023

GENERAL POLICIES, PROCEDURES & PRICING

Every pet is important to us, and their comfort and safety is our foremost concern. These policies have been put into place to ensure that each grooming experience is as pleasant and safe as possible. Canine Cosmuttology appreciates your care and understanding!

Appointment Times

Due to high demand and full schedules, pre-booking is required for all clients wishing to stay on our client basis for all services. CC strongly recommends pre-booking in 6 or 12 month blocks, as we cannot guarantee appointment availability for “next appointment” booking. All pets receiving haircuts must be scheduled with no more than 8 weeks between appointments. Due to coat type or grooming behavior, some pets may be required to maintain a schedule of no more than 6 weeks between appointments. Pets with ½” of coat or more left on after their haircut are required to rebook within 6 weeks or less. We recommend booking on a 4-6 week schedule so there may be ample “wiggle room” in case of rescheduling needs. CC is happy to offer service referrals to households that might require a more flexible schedule. House-call services come with many variables. We will always aim to arrive as close to the set appointment time as possible, but we will never rush a pet and compromise safety for the sake of keeping a schedule. Although it is not common, it is possible we may be as late as one hour to your appointment. Frequently we are ahead of schedule and will often send you a message offering to come early for your convenience. Average appointments for single pet households are between 30 minutes and 3 hours in length, depending on the services rendered. This includes setting up and cleaning up.

Travel

Our home office is located in Ammon, ID. We do not travel more than 30 minutes from home. Certain areas although within 30 minutes from our home may be deemed out of our service area. We do not charge travel fees, and thus do not offer discounts for multiple pet homes.

Inclement Weather, Illness, Emergency

Canine Cosmottology LLC reserves the right to reschedule appointments due to inclement weather and/or unsafe travel conditions, or illness/emergency. We will make every effort to notify you as soon as we determine that we must reschedule your pet's appointment. Due to our area's variable weather conditions and weather patterns, we may choose to reschedule your pet's appointment even if specific neighborhood roads are not hazardous. We do not take the decision to reschedule appointments lightly, and if we reschedule your pet's appointment due to weather/ illness/ emergency, it will take a high priority. We make these scheduling decisions with everyone's safety in mind, and we appreciate your understanding.

Cancellations, and Rescheduling

We understand that plans and schedules change. If you must reschedule an appointment due to a non-emergency, we require at least 48 hours notice. CC sends out appointment reminders 48 hours in advance for your convenience. If your appointment is not confirmed within 2 hours of your appointment time, it will be deemed a no-show. No-shows may result in immediate termination from our client basis per CC's discretion. Appointments canceled or rescheduled in less than 48 hours prior to the set date & time may be charged up to %50 of the appointment total. Appointments canceled or rescheduled less than 24 hours prior to the set date & time may be charged up to %100 of the appointment total. Payments for cancellations/ rescheduling fees will be charged to your card on file. You will be notified of this charge before it occurs. Denied cards or failure to remit payment within 48 hours of a missed appointment will result in the cancellation of any/all pre-booked future appointments and termination from our client basis. Our schedules are often set weeks in advance, and a last-minute cancellation means a missed appointment for your pet, a missed chance for someone else's pet to be groomed, and lost revenue for us. To avoid missed appointment fees, please contact CC as soon as you're aware of a scheduling conflict.

Card On File/ Payment/ Discounts

CC requires a card on file. This card does not have to be used to pay for grooming appointments, but rather is required only if needed for cancellation/ rescheduling fees. Clients will be required to fill out a permission form upon adding the card on file. By filling out this form you agree to any and all further charges for cancellation/ rescheduling fees. Payment is accepted via cash or credit/debit card, and is due in full when services are rendered. CC prefers not to accept checks, however in the rare case that we must, we do have a \$35 returned check fee. CC does not offer payment plans. We no longer offer any discounts, including loyalty cards, multiple pets, or new client discounts.

Workspace Requirements

CC requires all pets receiving a Wellness Bath or Wellness Bath & Haircut weigh under 55lbs. CC requires a 4X4 ft workspace in the home, preferably not on a carpeted area. This can be the kitchen, dining room, bathroom, hallway, or other areas that may work in your home. CC will be using your bathing facilities or kitchen/ washroom sink for bathing your pet. We do not bathe pets outside unless it is over 65 degrees outside, and only dogs under 30 lbs that fit in our portable tub. CC does not typically visit homes requiring us to carry our equipment up multiple flights of stairs. We do not visit apartment complexes unless there is an elevator in place. Kitchens, bathrooms, washrooms, heated garages, basements, or porches are ideal workspaces for us, but we are willing to set up elsewhere so long as it is safe and manageable for the stylist and pet.

During The Grooming Process

While grooming your pet, we ask the surrounding environment to be calm, and that through traffic be limited as much as possible. Too much excitement or stimulation for your pet can make it difficult or even unsafe for us to groom them, and if your pet becomes overly excited we may have to take extra time to allow your pet to calm down before continuing the groom, which may add to the cost of your pet's groom. If you'd like, you are welcome to stay in the room or within earshot while we work, but we prefer that you do not address your pet while they are on the grooming table. CC loves kids and we are happy to let them watch as well, but again ask for a quiet environment and that they stay back from the table. If we deem it to be unsafe having you or your children in the grooming area for any reason, we may ask you to leave the area until we are finished. It is prohibited for anyone but the stylist to touch any of the grooming tools. If grooming is being done outdoors, we prefer a closed porch or fenced in yard.

Clean Up/ Shedding

CC will always do their very best in leaving the grooming area as clean as we found it. That being said, we do not guarantee every single hair will be picked up. It is suggested that you put away items you do not wish to get hair on that are in our work area. When weather permits we are happy to work outside. CC does not service heavily shedding breeds such as but not limited to Huskies, Malamutes, Shiba Inus, Chows, Corgis, etc.

Vaccines, Parasites, Intact Pets

CC requires that all pets being groomed be current on their rabies vaccine. Because vaccinations may cause soreness at the injection site and other side effects, we ask that pets be vaccinated at least 48 hours prior to their scheduled appointment. We recommend that your pet be current on a flea, lice, and tick preventative. Due to the health hazards present in parasite-infested environments, we cannot serve pets or homes that are flea or lice infested. If your pet and/or home is infested, we require notification at least 48 hours prior to your pet's appointment so that we may reschedule, and we recommend treatment by your veterinarian and treatment of your home. If CC discovers an infestation during the grooming process that you were unaware of, you will be charged for whatever services were rendered as well as a \$25 pesticide treatment fee. CC prefers not to groom female pets in heat for cleanliness and behavioral reasons. Intact males may incur a \$5-\$10 handling fee should they display behavior during the grooming process that is unsafe or time consuming.

Dematting & Overweight Pet Fees

Dematting or stripping of the coat will incur extra fees. Dematting fees are \$1 per minute of time spent dematting a pet. Severely matted pets must be stripped of their coat prior to the bath as dematting at that point is unsafe and inhumane. If a dog is so severely matted that they must be stripped, dematting fees will be charged per minute for the time it takes to strip the coat. CC only provides grooming services for dogs under 55lbs. Current clients with pets over this weight limit will be grandfathered into the policy, only upon the groomers consent. Even if under our 55lb weight limit, working with overweight pets is labor intensive. It takes more time, physical labor, and handling skills than average, and can lead to extended appointment times and excessive physical strain on both your pet and our stylist. Overweight pets may be charged a specialty handling fee of \$5-\$10 depending on your pet's physical capability and handling requirements.

FEAR FREE TRAINING

CC is a Fear Free Certified entity. Our stylist uses Fear Free practices and methods while working with EVERY pet in our care. This means we may do things a little differently than other groomers and may require a certain work environment including using music, as well as using treats and other positive distractions. Some pets may require more than just our usual Fear Free methods and may need additional Fear Free Training in order to learn to handle the grooming process in a safe and timely manner. We may need to work on specific touch, holding, and handling techniques in order to make your pet comfortable and help keep them and the stylist safe. Our Fear Free Certified stylist will determine when extra training is needed and will often try to incorporate it into the grooming process, however fees may apply if extra time is needed to work with your pet. Typically for the pet's mental health we do not work on Fear Free Training for more than 15 minutes per service, thus additional fees would be between \$5-\$15 per visit for Fear Free Training when required. CC may also require more frequent visits of your pet or smaller intermittent services in order to help your pet gain confidence in the process and trust in their stylist. Your stylist may also give you "Homework" to work on certain things with your pet between services to help them better handle the grooming process. In addition to our Fear Free Stylist, our Cooperative Care Specialist is trained to help with specific holding techniques, positive distracting, and Fear Free Training methods to ensure your pet receives the most comfortable and positive care possible. CC uses dehydrated turkey hotdogs as training treats for our Fear Free Methods. Please inform the Stylist of any food allergies your pet may have and if possible have some treats available that your pet is able to safely consume for us to use during the grooming process. If you have any questions about Fear Free Grooming and would like more information, please let our stylist know.

Puppies and First Groom Pets

Due to the nature of housecall and that puppies are not around other dogs putting them at risk if unvaccinated, we can start puppies as young as 8 weeks old to the grooming process. All first-time groom pets may receive a Maintenance Package or Wellness Bath prior to scheduling a Haircut. This helps acclimate pets to the grooming process without over stressing them or endangering them by pushing them for more than they can handle. Depending on the puppies temperament we may add a face, feet and sanitary trim onto a maintenance package for your puppies first visit. For poodles or poodle mixes, we will attempt a clean face and clean feet at the owner's request, but will not guarantee them.

Senior or Disabled Pets

Pets of advanced age or pets with previous injury or disability are at a greater risk of injury during the grooming process. Grooming these pets often requires extra handling and physical labor, and may put excessive physical strain on the pet. Depending on the individual pet there may be an additional \$5-\$10 handling fee, and we may insist that senior or disabled pets be limited to a groom style that, while not the owner's ideal groom, is a groom that the pet can comfortably and safely handle. Pets who present extreme cases may be referred to a vet for grooming, so that their health may be more closely monitored during the grooming process, and they may immediately receive any medical attention they may require.

Stressed Pets/ Aggressive Pets

Pets who are overly stressed or upset by the grooming process may be scheduled for rehabilitative Fear Free Training grooming (non-invasive Maintenance Pkg. or Wellness Bath, no clean faces or feet), at 2-4 week intervals. The more frequent a pet experiences positive grooming, the more likely they are to accept it comfortably and safely. If after 6 months of rehab grooming there is no noticeable improvement, these pets may receive limited services for their safety and the safety of the stylist, or be referred to a vet for sedated grooming. Due to the inherent risk involved in grooming aggressive pets, there may be a \$5-\$50 handling fee added to an aggressive pet's groom cost. These pets may receive limited services for their safety and the safety of the stylist. This includes no nail trimming. CC prefers to not muzzle pets but will do so if necessary for safety. Depending on the level of aggression, they may also be referred to a vet for sedated grooming.

Right To Refusal

CC has the right to refuse services for a pet at any time for any reason. If a pet is too aggressive and poses a risk of biting they may be refused further services. Pets that make contact and break skin are immediately terminated from our client basis and services are stopped immediately. Charges may still apply even if services are not completely rendered. If medical attention is required for CC staff due to an injury caused by your pet, you as the owner will be held responsible for paying any and all medical bills and/ or perscription bills that follow. If a pet or child damages any equipment, the cost for replacing that equipment may be added to your bill. CC will always strive to protect their stylist, pet owners, pets, and equipment from any injuries or damage.

Alterations/ Adjustments

Every effort will be made to provide your pet with the groom style you're looking for! We always strive to get as much detail about your goals as possible before your pet's scheduled groom, and aim to always communicate clearly with you exactly what we will be able to accomplish. Prior to the start of each grooming service, your pet will be thoroughly checked over by the stylist to be sure a full understanding of the pet's current condition and any health/styling concerns the stylist may have are addressed. This way we can be sure to provide you and your pet with the best possible service. If there are adjustments you would like us to make to your pet's groom we appreciate being given the opportunity to provide those adjustments before we leave your home. We will also be happy to return to your home for small adjustments at no charge, up to 24 hours after your pet's groom (assuming your pet has maintained a clean coat). Beyond the 24 hour window we must consider the maintenance of our equipment, and may require a Wellness Bath appointment to make grooming adjustments. Any adjustments requested one week past the initial appointment must be scheduled as a new Wellness Bath W/ Haircut appointment. CC does not issue refunds for services provided.

**WE ASK ALL CLIENTS TO PLEASE READ THESE
GENERAL POLICIES AND PROCEDURES.
THANK YOU FOR YOUR COOPERATION!**



PRICING BREAKDOWN

(These are base prices and do not reflect any additional fees or services)

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| <p><u>NAIL TRIM PACKAGE</u> Includes nail trimming and buffing with a paw balm application and paw pad shave. \$25.00</p> |
| <p><u>MAINTENANCE PACKAGE</u> Includes a nail trim package as well as aloe and vitamin ear cleaning, teeth and breath refresh, a thorough brush out, and a waterless shampoo. \$35.00 Add a Face, Feet, and Sanitary trim \$10.00</p> |

WELLNESS BATH

Includes nail trimming and buffing with a paw balm application, aloe and vitamin ear cleaning, teeth and breath refresh, a natural shampoo and conditioner with a facial, blowdry and brushout/ dished, with a lavender coat refresher.

(We do not offer anal gland expressions unless absolutely necessary.)

Add a Face, Feet, and Sanitary trim

\$10.00

| | 0-15lb | 15-25lb | 25-40lb | 40-55lb | 55-70lb | 70-85lb | 85-100lb |
|------------|--------|---------|---------|---------|---------|---------|----------|
| Short Hair | \$60 | \$70 | \$75 | \$80 | \$85 | \$90 | \$95 |
| Long Hair | \$70 | \$80 | \$90 | \$95 | \$100 | \$105 | \$110 |

WELLNESS BATH WITH HAIRCUT

Includes nail trimming and buffing with a paw balm application, aloe and vitamin ear cleaning, teeth and breath refresh, a natural shampoo and conditioner with a facial, blowdry and brushout/ dished, with a lavender coat refresher and a haircut.

(We do not offer anal gland expressions unless absolutely necessary.)

| 0-15lbs | 15-25lbs | 25-40lbs | 40-55lbs | 55-70lbs | 70-85lbs | 85-100lbs |
|---------|----------|----------|----------|----------|----------|-----------|
| \$90 | \$95 | \$105 | \$110 | \$115 | \$120 | \$125 |

