

Grooming Policies

To ensure the safety and well-being of all pets in our care, the following health requirements must be met prior to grooming services:

- Dogs: Dogs must be up to date on DHPPV, Bordetella aka Kennel Cough (within the past 6 months), Rabies, fecal test, and Heartworm test (if over 1 year old).
- Cats: Cats must be up to date on FVRCP and Rabies vaccinations.

All vaccinations and tests must be administered by a licensed veterinarian and must be up to date at the time of service.

Please bring a copy of your pet's medical records with you to their grooming appointment or email them to us at franklintondesk@gmail.com. We are also happy to perform any required services during your pet's grooming appointment if needed.

Appointment Policies

- Please contact our office within 24 hours if you need to cancel or reschedule. Grooming appointments fill up quickly, and timely notice allows us to accommodate other pets waiting for services.
- If you are more than 15 minutes late to your appointment, you may be required to reschedule to allow enough time for services. Please call our office if you know you're going to be late so we can discuss available options.
- Offenders of the appointment policy will be required to place a \$25 deposit when scheduling future appointments. This deposit will go toward the cost of the grooming service. However, if the client does not show up or cancels at the last minute, the deposit will be forfeited. Habitual offenders will not be able to schedule any future grooming appointments. Continued disregard for our appointment policies prevents us from accommodating other pets in need of care, so strict enforcement is necessary. Our groomers work on a 100% commission-based structure, meaning that missed appointments result in a direct loss of income for them. Your cooperation in honoring scheduled appointments helps support their time and dedication.

We understand that emergencies and unexpected situations occur, but we ask that every effort be made to arrive on time so we can meet your pet's grooming needs.

Tipping

If you would like to tip your groomer, please bring cash or use the Cash App or Venmo QR codes located in the lobby. We cannot accept tips on credit card payments.

Satisfaction Policy

If you are dissatisfied with your grooming service for any reason, please contact us within two business days, and we will do our best to correct the issue. However, there are no refunds or discounts on grooming services.

We look forward to seeing you soon. Please call if you have any questions.