

Business Hours, Access & Communication

Why is your door locked during business hours?

If you find our door locked during business hours, it's because our team is working hands-on with pets in the grooming area. For safety reasons, we cannot leave pets unattended or interrupt the grooming process.

When are you open?

We are open Wednesday through Saturday by appointment only. Our doors are open during designated drop-off and pick-up windows, typically from 8:30–9:30 AM and again from 1–3 PM.

Why don't you answer the phone?

As part of our updated workflow, we no longer staff a front counter and now operate primarily through messaging. This allows us to focus fully on your pets while keeping our prices fair.

How soon will you respond to messages?

Our typical response time is within just 24 hours, Tuesday through Saturday.

Appointments, Scheduling & Cancellations

Do you take walk-ins?

Appointments are preferred; however, we do accept walk-ins at 9:00 AM if availability allows.

Do I need an appointment for a nail trim?

No appointment is required. Nail trims and other walk-in services are offered at 9:00 AM, Wednesday through Saturday.

Do you offer standing or reoccurring appointments?

While we do not offer standing or automatic reoccurring appointments, as groomer schedules may change, we are happy to schedule your next grooming appointment at checkout or by calling us to help maintain a consistent grooming routine.

How can I schedule an appointment?

You can schedule an appointment by calling us directly. Our team will be happy to help you find the best time for your pet's grooming.

What if I'm running late?

Communication is key. Please call or message us as soon as possible if you anticipate a delay.

Do you charge for missed or late cancellations?

Yes. A \$50 fee applies to cancellations made with less than 24 hours' notice.

How far in advance should I book?

We can typically schedule appointments within one week of your request.

Drop-Off, Pick-Up & Timing

What time do I drop off my dog?

Drop-off is always between 8:30–9:00 AM.

What time will my dog be ready?

Grooming typically takes 4–6 hours. Most pets are ready for pickup between 1–3 PM.

Will you notify me when my pet is ready?

Yes. We will contact you once your pet is ready for pickup. Please plan to arrive within one hour to avoid boarding fees.

Can I get my dog finished early?

Yes. Our Priority Pooch service is available for \$25. Small dogs may be picked up at 11:30 AM, while large dogs or multi-pet families are ready at 1:00 PM.

Grooming Process & Policies

Can I meet my groomer?

Yes. At check-in, you'll have the opportunity to speak directly with your groomer to review your pet's grooming details.

How do you prioritize the grooming order?

We prioritize senior pets first. Larger dogs, thicker or longer coats, and creative grooming services typically require additional time and are completed later in the day.

Can I request a specific groomer?

Absolutely! We encourage it. Requesting the same groomer helps build comfort and consistency for both you and your pet.

Can I stay with my pet during grooming?

No. Staying during the grooming process often increases anxiety and is not permitted under our insurance policy.

Do you offer creative grooming services such as pet-safe fur coloring, creative cuts, or artistic designs?

Yes! Creative grooming is offered by request. Consultation with Jodie is required before scheduling.

Kenneling, Drying & Pet Care

For your pet's safety and comfort:

All kennels are located within our main working area. Pets are never left out of sight and are closely monitored throughout their stay with frequent comfort and safety checks.

Do you use cage dryers?

Yes. We use open, ventilated kennels with controlled airflow dryers. Settings may include no heat, low heat, or high heat depending on the pet's needs. Pets are always monitored.

Will my pet be kenneled?

Yes. For safety, pets are placed in secure kennels when not actively being groomed.

Do pets receive bathroom breaks and water?

Yes. Pets are given bathroom breaks and fresh water as needed.

Health, Behavior & Special Circumstances

When should I start grooming my puppy?

The sooner, the better. Early exposure and gentle handling at home help puppies develop positive grooming experiences.

Do you work with special-needs pets?

Yes. Our groomers each have over 10 years of experience and are well-equipped to work with pets who have medical, physical, or behavioral needs.

Can I bring my pet if they are in heat?

If your pet is knowingly in heat, we require scheduling a Priority Pooch appointment.

Pricing, Payment & Satisfaction

What forms of payment do you accept?

Cash and checks are preferred.

Will my price be adjusted if services cannot be completed?

No. Pricing is not adjustable due to behavior, matting, or requested limitations.

What if I'm not satisfied with my pet's grooming?

Your satisfaction is important to us. Please contact us within just 24 hours. We're happy to offer a complimentary touch-up, provided the coat has not been altered at home.

Do you accept tips?

Tips are never expected but are always appreciated.

Preparation, Vaccinations & Policies

Can I bathe my dog at home before the appointment?

You may, but we prefer to handle bathing ourselves to ensure optimal grooming results.

Do I need to bring vaccination records?

No. It is the owner's responsibility to ensure their pet is properly vaccinated and protected.

Are you closed for major holidays?

Yes. We may close for select major holidays, sometimes for multiple days.

How often should my pet be groomed?

Most pets benefit from grooming every 4–8 weeks, depending on coat type and lifestyle.

How should I prepare my pet for grooming?

Please ensure your pet has had a bathroom break and some exercise beforehand. Using positive language and calm energy helps set the tone for a successful visit.