



Grooming Policies and Procedures

Owners' Presence

Pet owners are not allowed in the grooming or bathing areas. Pets who see their owners while being groomed may become overly excited, which can result in injury to themselves or the groomer. To ensure a smooth process, we kindly ask that you arrive at the scheduled pick-up time.

Grooming Time

- **Bath-only dogs:** 1-2 hours
- **Most dogs:** 2-3 hours

While we provide an estimated grooming time, unforeseen circumstances may cause delays. We will notify you of any changes. We aim to make grooming enjoyable for your pet, especially for puppies, nervous dogs, and seniors, who may need breaks. However, we try to avoid keeping stressed or noisy pets longer than necessary, as it may affect other animals.

Professional Bath Guarantee

All pets must be bathed at Lizzy's Pet Parlour. Even if your dog is bathed at home before their grooming appointment, there will be no discount. A professional bath, brush, and blow-out are included in every grooming service, providing a better base for a great haircut.

Appointments & Booking Policy

Due to high demand, our grooming services may be fully booked during certain periods of the year, resulting in limited availability. In such cases, any new booking requests will be placed on a cancellation list and will be prioritized based on availability. Clients on this list will be contacted as soon as a slot becomes available. We recommend booking well in advance during peak periods to secure your preferred appointment time.

We require at least **24 hours' notice** for any appointment cancellations or changes.

No-Shows

As a small business, no-shows can significantly impact us. We charge a **50% fee** for no-shows, which must be paid at your next appointment. After a second no-show, we will require **prepayment** for any future appointments.

Punctuality

As a small establishment with two groomers, it's important to stay on schedule. Late drop-offs or early pick-ups can disrupt our timing, which impacts both your pet and other clients. Please do not arrive later than 15 minutes before your scheduled drop-off time or earlier than the scheduled pick-up time. If you are more than **15 minutes late** for drop-off, we may not be able to take your pet that day and will need to reschedule.

Grooming Schedule

To ensure your pet enjoys the grooming process, we recommend the following grooming intervals:

- **Short all over:** every **12 weeks** maximum
- **Short but fluffy:** every **6 weeks** maximum
- **Long all over:** every **2-4 weeks**

Delaying grooming beyond these intervals increases the risk of matting. More frequent grooming helps pets remain calm and cooperative during the process. We cannot accept dogs that have not been groomed at least once in the past **3 months**.

Matted Dogs

Matted coats are challenging to groom and can cause discomfort for your pet. We prioritize your pet's welfare and will avoid causing undue stress. If your dog is severely matted, we may recommend grooming at a vet. For less severe matting, we will attempt to shave down the coat but please note the following:

- **Shaving mats:** Mats often require a very short clip, which can irritate the skin. The clipper blades get hot, so the groomer must take breaks to cool them down.
- **Risks:** There's a higher risk of nicking the skin while clipping mats. We strive to avoid this, but it may occasionally happen. Lizzy's Pet Parlour is not responsible for any injuries or nicks resulting from mat removal.

If your pet's coat reveals any underlying skin issues such as parasites, infections, or wounds, we will contact you with our findings. If fleas or ticks are found, your pet will be treated with flea and tick shampoo.

Ear Mats: If mats are present in the ears, removing them may cause bleeding at the ear tips due to restricted blood flow. While we will take care to prevent this, it may be unavoidable. If bleeding occurs, we recommend taking your dog to the vet for a check-up.

Double-Coated Breeds

We do not shave double-coated breeds due to the potential for slow or failed coat regrowth. Shaving may damage the coat's natural growth cycle.

Anal Glands

We do not offer anal gland expression. This procedure should be performed by a veterinary professional.

Vaccinations

By using our services, owners confirm that their pets are up to date on their **annual vaccinations**.

Refusal of Service & Aggressive Dogs

We reserve the right to refuse service for safety reasons. If any staff member feels that a groom cannot be safely completed, the grooming will stop immediately, and you will be responsible for the work done up until that point. If your dog shows signs of aggression or biting but the groomer feels safe to continue, an appropriate muzzle may be used.

Please inform us during the initial registration or appointment booking if your dog has ever bitten a human or another animal or shown aggression. Owners are responsible for any harm or damage caused by their pets.

If we cannot safely complete your dog's groom due to aggressive behaviour, we will notify you promptly.

Senior Dogs Policy

We always aim to provide a comfortable, stress-free experience for senior dogs. However, some older pets may become overly stressed during grooming. If your senior dog shows signs of distress, we may stop the grooming and recommend that you have your dog groomed at a veterinary clinic where veterinary staff are available to assist if needed.

Accidents/Incidents

Though rare, accidents can happen, especially with pets that are wiggly or overzealous. Generally, minor nicks are not serious, and grooming will continue. In the event of a more serious injury, we will follow our emergency protocols, and your pet will receive medical treatment at a veterinary practice.

Price Policy

Grooming prices vary based on several factors, including:

- **Coat type:** Different coats require different levels of care and time (e.g., double-coated breeds, matted coats, etc.).
- **Size of your dog:** Larger dogs may take more time and resources.
- **Behaviour:** Dogs that are particularly anxious, aggressive, or difficult to handle may incur additional charges due to the extra time and care required.
- **Condition of the coat:** If your dog's coat is severely matted, extra time and effort will be required to safely groom your pet.

We will provide a customized quote for your pet during the booking process or upon drop-off based on these factors. If the cost is significantly different from the initial estimate, we will notify you before proceeding with any additional charges.



Photo & Video Policy:

To enhance our services and keep you informed about your pet's grooming experience, we may take photos or videos during the grooming session. These images may be used in the following ways:

- **Social Media & Marketing:** Photos or videos of your pet may be shared on our social media platforms (e.g., Instagram, Facebook, etc.) or used in promotional materials.
- **Owner Communication:** We may also use photos or videos to document and share with you any concerns, such as unusual behaviour or health issues, to ensure your pet's well-being.

If you **do not wish** for any photos or videos to be shared on social media or used for marketing purposes, please let us know at drop-off, and we will respect your wishes.

Thank you for taking the time to review our policies. We are dedicated to providing the best care for your pet and ensuring a smooth and enjoyable experience. If you have any questions or need further clarification, please feel free to reach out to us.