Little Barks Grooming and Boutique is not like most groomers. Our groomers believe in education and have numerous certifications that include AKC Safe groomer and handling certification, Pet First aid and CPR certifications, and Certified Canine Esthetician's and numerous others. We did this to ensure your up gets the luxury treatment in our Salon. This also means we have struck policies in place to ensure we can do the best job possible. By signing you agree to all of the following and understand that Little Barks is not like other Groomers. We will put your pups well-being and needs before a haircut and do whatever they need in a groom to leave looking and feeling their best. We value honesty and respect at Little Barks and promise to show you and your pup Respect,Kindness and love. We ask you show us the same Respect and Kindess we show your pups. Below is a detailed list our our policies.

Little Barks Grooming Client Policies

Below are the policies of Little Barks Grooming. I, the pet owner by signing below agree to the below policies and understand them.

Grooming: unlike most Salons we believe it is our job to help maintain your pups skin and coat healthy along with providing a cute style for your pup. This starts with our skin,coat, and health assessment. If during this assessment we see any issues that we feel need to be addressed during the grooming Service we will do so at additional charges to you. This includes but not limited to Flea baths, Dry skin,Red skin, Crust on the skin,damaged coat, and more we will do a regimen to help with those. This is included in our services but not the starting price of a groom. We can not do our job properly without working on healthy skin and coat. It is also due to the fact that as Certified Canine Esthetician's it is our mission to help dogs with problem skin and coat. If we do see any signs of unhealthy skin on your pup we would be happy to talk with you about how to help your pup in detail when you pick up your pup from grooming.

Pricing:our prices are based on our skill level, the time it takes to complete the groom, the service we are doing, the length of time between grooms ,your dogs breed, and many other factors. Prices given on the phone is a starting price and not the total price or a quote for your pups groom. As stated above after we do our assessment we can better give you a price range but will not give you a price till after the grooming service has been complete. This is due to every pup being different and every groom being tailored to your dog.

Paperwork:new client paperwork that is located on the new grooming guest tab on the website must be filled out 48 hours before your scheduled appointment. This allows us to review the paperwork and see if there is anything more we need from you. If the paperwork is filled out less then 48 hours before your appointment your appointment will need to be rescheduled. We book out 4 weeks in advance. There will also be a safety form to sign when you arrive for your grooming appointment. You must sign that form before we can groom your pup. Please read all paperwork carefully before signing.

Vaccinations: All pets must be up to date on all vaccinations. This includes but is not limited to Rabies, bordetella,DHPP.This will apply every time your pup is groomed with us not just the first visit. Your pup must stay up to date on vaccines. If your pup is not we will cancel the groom and no refund will be given for deposits. If your vet says that your pet can not have some shots we do need a signed letter from your vet. You will also be scheduled as a private groom and be charged for extra sanitation fees. .If your pet is not up to date we will not be able to groom them. This means during any part of the year. We keep track of vaccine records.

Parasites: This includes fleas,ticks,and worms. We highly recommend every dog should be on a monthly flea preventive. If your pet has fleas we treat at a $20 cost to you or we can not groom them and they will be sent home. Ticks will be removed at a flat fee of $5 dollars. If worms are found on your dog they will be sent home and some fees might apply. We know ticks can not be stopped by a flea preventive but we highly encourage it.

Special needs and/or Difficult Pets: The owner of the pet must disclose any behavior, medical, or emotional problems the pet may have. This includes but not limited to the following behavior: biting(people,combs,dogs, etc), growling (at people,dogs or the grooming service), showing teeth(at people, dogs,etc), Has bitten a member of the family,friend,stranger,other dog, finally shown any signs of aggression to people,dogs,or grooming supplies. You must disclose any medical problems like back problems,heart problems,hip problems, eye problems, etc. If your pet is on any medication for those problems or for any other reason at the time of the groom the owner must disclosed that to Little Barks Grooming. This is for the safety and health of your dog and the staff at Little Barks Grooming.This includes but not limited to ace,prozac,rimadyl,etc. In the case of any of the above a fee up to $20 and up fee may apply. If for any reason with a difficult or special needs pet Little Barks Grooming feels the health or safety of the dog or Little Barks Grooming staff is at risk we have permission to stop the groom and charges will still apply and payment will be due in full at the end of the service even if the whole service is not complete for behavior or medical reasons. You will be charged for the service. We will not continue any grooming procedure that will cause pain,discomfort,or emotional stress to the dog. This means that one or more grooming sessions might be needed to groom the dog fully or some parts of the groom may not be able to be done at all. If the pet injuries a Little Barks Grooming staff the owner will be held responsible and will pay for any and all related medical bills, recovery cost,and loss of income. All bites will be reported to the authorities as required by law. Little Barks Grooming will not be held responsible for any injury or added stress to your special needs or difficult pet. We will be very careful and think of safety and healt when we groom your dog like always. However we can not help your special needs dog or difficult dog alone. It will take you(the owner), a veterinarian, trainer, and use at times to help your pup. Please see our difficult dog form for more info.

Senior Pets: Grooming can be hard sometimes on a senior pet just because they have to stand or because they hurt. Senior pets will be groomed with cleanliness and comfort in mind. Little Barks Grooming will not be held responsible for stress that may be added to your pet during the groom. Little Barks Grooming will not be held responsible for any already existing conditions that might be aggravated by the groom. The owner will disclose any tender or sensitive areas on the pet and to any medical problems or medication the pet is on. We will not continue any grooming procedure that will cause pain,discomfort, or emotional stress to the dog. Some things are best left to a veterinarian.

Matting or tangles: Matted and tangled coats need more attention during the grooming session. No matts will be left in the pets coat because over time matts grow tighter and can lead to skin problems. Our goal at Little Barks Grooming is to provide a safe,healthy,stress free grooming experience. ***Extra charges will apply to dematt or detangle your pet.***. Detangling and dematting starts at a $1 a minute. The $1 a minute also apply to matted undercoat or impacted undercoat. Product charge is additional charge. We will only severely de-mat a dog once. After that if it happens again we will shave the dog down. The starting price for a matted shave down is $95 this is due to the extra time and skill required to do this properly. For more information on this see matted shave down form.

First Time Groom: All puppies that have never been groomed before or have only been groomed once before will start of with our puppy prep school. This allows us to teach the puppy in a positive way. Grooming should be a normal experience for your pup. That is why the puppy prep school is 4 sessions. It starts off with a professional luxury bath and nails and works up to a clipper trim. Each puppy is different and has their own personality. There is no promise by the 4th time we will get a haircut. We will not do anything to set your pup back in the grooming process and making this a positive experience is more important than a perfect hair cut. This puppy prep school is preformed by Ms. Kim a Fear Free Certified Groomer. For pricing see website or call. This is the only way we are taking New puppy clients! The amount for the prep school is due up front and we will make all the appointments once the deposit is made. You will also be required to sign a puppy pledge. This will be given to you on the day of your first appointment.

Booking,Cancellation and late policy: We do not pre-book holiday appointments; you must book those yourself. All appointments are booked between 11am-2pm Wednesday-Saturday.you will get a set drop off time for your pup. You must drop off at that time. If you are 15mins or more late you will be asked to reschedule your appointment. If you are more than 15mins early you will be asked to wait in till closer to your appointment time to be checked in. 48 hours notice is required when

canceling an appointment. After the 2nd time of not doing this a $40 fee will be sent to you through email and text and must be paid before we can reschedule your appointment. On the 3rd time the full amount of service is required to be paid before rebooking. You will not be able to have an appointment till that amount is paid. If you have a history of canceling appointments you will be asked to put down a deposit for any holiday appointments. All new clients are required to pay a non-refundable deposit before the first groom. If you have not been here within 10 weeks you will be treated like a new client and required to put down a deposit before booking. To cancel an appointment you can do so two ways you can call us at 8033079939 or you can text at our texting number. We do not book appointments online, through email, or by texting 8033079939. You can call to schedule an appointment, use the Moego app for pet owners to message us or text us through our texting number. We prefer you call to schedule all appointments. If you cancel an appointment at any time any standing appointments will be canceled intill you call to schedule a new appointment.

Pick-up policy: Due to the fact that we work with dogs we do not give a pick-up time unless you pay for a guaranteed check out time. Dogs are not done straight through. We bath everyone which includes luxury baths and regimens then dry them and then grooming starts from the first dog that was dropped off to the last one. This may differ based on services that were booked for the day or if a dog has payed for a guaranteed checkout time. We will call or text when your dog is done. DO NOT SHOW UP WITHOUT CALLING BEFORE WE CALL OR TEXT YOU. If you show up before we have called or texted you you will have to pick up your dog unfinished and the full about for the scheduled service will be due. THIS IS DUE TO THE FACT THAT IF YOUR PUP SEES YOU THEY BELIEVE THEY ARE DONE AND GET TO EXCITED AND IT BECOMES TO UNSAVE TO GROOM THEM. If you do not pick your dog up by 6pm you will charged a $35 dollar fee and may have to pick your dog up once we reopen the next business day during business hours.

Coupon policies: To redeem a coupon it must be presented at time of check out. One coupon per family per visit. Coupon explode spaw services,flea treatments and dematting. Can not be combined with military, LBBC, or referral coupon. Coupon can not be more than 50% your grooming service. Referrals can be combined on one groom up to $10. The other amount will be add to the next groom.

Little bark barks club: you will pay a fee each year to keep your little barks club membership. You will get 15% off the regular price when renewing your card. This gets you 20% off all grooming and spaw services. It explodes flea and dematting fees. Does not include retail. Only good for clients who come every 2 to 6 weeks.

Reputation policy: Little Barks Grooming and Boutique is like a child to the owners, Miss Taylor and Mrs Kim. Defamation will not be tolerated. This includes Slander and libel. If you decide to slander or libel Little Barks Grooming legal actions will be taken. We value truth at our business. If you have an issue or unhappy with us you are welcome to discuss it with us in a civil manner. Rudeness, violence, slander, and libel will not be tolerated.

Little Barks Grooming
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