

Preparing for your Grooming appointment



Appointment Policy:

The client will be expected to arrive on time for their scheduled appointment to ensure that the dog gets the best care possible. Our appointments are carefully scheduled to give the right amount of time to each canine in regards to the services requested by the client. Upon arrival, the client will be expected to sign Club K9's waiver and any necessary paperwork prior to grooming. Clients will be expected to keep dogs on a leash at all times and will not hold Club K9 responsible for any wandering dogs. Club K9 also has the right of refusal to any dogs that are misbehaving, out of hand, or in a condition too severe for grooming services.

Late Policy: Drop Box

If the client is running late, phone call is requested to notify the groomer. The maximum time allowed for late full groom appointments is five minutes. For all other services, the maximum late time will be fifteen minutes. Tardiness beyond this allotted time will result in the need to reschedule the groom for another day.

Payment Policy: Drop Box

Each client will be expected to have a credit card or form of payment on file prior to the groom being completed. This will remove the middleman of payment convenience, and will provide security to Club K9 that the services performed will be paid in full.

Vaccinations records: To protect the health and well-being of all pets at Club k9 world, we must verify proof that your pet is current with his or her vaccination. Please ensure your Veterinarian office is open should we have to call and confirm vaccinations to avoid a cancellation fee.

Require Vaccinations (Drop Box)

Dogs: Rabies, Distemper, Parvo . 6 month Bordatella is preferred

Pre- Groom Etiquette:

Take your pet to do its " Potty time" before their appointment as they naturally be nervous .We do our best to provide your pet with a safe comfortable environment with getting them in and out in a reasonable time frame. Potty time before grooming also saves you a "re-bathe" fee (50% of your normal bath fee)

Post Groom

Pick up Your pet within 30 min of our " completion" phone call. Although we take good care of your pet, a shorter stay with fewer dogs in salon makes for more relaxing environment.

Need more time past your grooming session? If you like to extend the stay for you k9 friend past the recommended 30 minuet pick up window, we are more than happy to keep your k9 friend for an additional cost.

The cost is \$15 up to 2 hours \$ \$30 for up to 4 hours. Please let us know in advance when dropping off.

Appointment Cancellation /Late Pick up Fees

48 Hour cancelation policy: If you need to cancel or reschedule your appointment please so do in 48 hours in advance of your schedule appointment. If your appointment is cancelled with just cause, NO show or do not have up to date vaccination records which forfeits your appointment, You will be charge half (1/2) price of the grooming service previously scheduled.

Close of business late pick up fees:

We respect your time and assume your respect ours. We charge \$1/minute for every minute up to 30 min past closed business hours. If you are late past the 30 min window, we will keep your pet overnight at a cost of \$50 which will be in addition to your grooming fees.

Discount Promo Cancellation Policy:

No call/No show for first time client discount promotion will automatically forfeit your coupon. Occasionally we run special discounts promos to advertiser our business. In order to accommodate the increase demand in appointments we increase our staff each day based on the appointment schedule, therefore its Imperative that all our clients respect our time by rescheduling or cancelling their appointment 48 hours in advance

We thank you for understanding Club K9 profession protocols. Your patience and cooperation ensures our ability to prove you and your pets with high standards of quality care,