



Happy Dog Pet Grooming

Policies and Practices

Because house call service comes with many variables, your pet's appointment time will be set within a one-hour range. This means that if your pet's appointment time is 1:30, we may arrive as early as 1 o'clock, or as late as 2. We always aim to arrive as close to the set appointment time as possible, but we will never rush a pet and compromise safety for the sake of keeping a schedule.

Happy Dog Pet Grooming reserves the right to reschedule appointments due to inclement weather and/or unsafe travel conditions, or illness/emergency. We will make every effort to notify you as soon as we decide that we must reschedule your pet's appointment. We do not take the decision to reschedule appointments lightly, and if we must reschedule your appointment you will be given high priority. We make these scheduling decisions with everyone's safety in mind, and we appreciate your understanding.

If you or someone in your household has been sick recently, we would appreciate being notified so that we may take appropriate precautions. We will not cancel an appointment due to illness in the household, but we prefer to wear a protective mask and keep a safe distance from anyone who may still be contagious.

Happy Dog Pet Grooming requires that all pets being groomed be current on Rabies and Parvo vaccines. Proof of vaccination is required to book an appointment (tags do not count as proof of vaccination). Pets with medical conditions precluding vaccination must present a letter from their vet, dated within the last 12 months, describing why vaccinations are not being done on the pet. Because vaccines may cause soreness and other side effects, we ask that pets be vaccinated at least 48 hours prior to their scheduled appointment.

Happy Dog Pet Grooming is fully insured and, should your pet suffer an injury that is determined to be our fault, we will reimburse all related veterinary expenses. We reserve the right to speak directly with your pet's veterinarian before reimbursing any expenses.

If you will not be home at the time of your appointment, you may leave a key or code and payment so we can groom while you are out. If your pets are difficult to catch for grooming, we may ask that they be crated or kept in a small room where they can't hide.

Due to safety and liability concerns, Happy Dog Pet Grooming no longer offers external anal gland expression. Ear hair plucking is available by request only. Teeth brushing and ear hair plucking will not be performed if they are determined to be a potential risk to your pet's health. Only dogs with healthy teeth and ears may receive these services.

While grooming your pet, we ask that the surrounding environment be calm, and that through traffic be limited as much as possible. Too much excitement or stimulation for your pet can make it difficult/unsafe to groom them. If your pet becomes overly excited we may have to take extra time to allow them to calm down before continuing the groom. You are welcome to stay in the room and/or chat with your groomer, but we prefer that you do not address your pet while they are on the grooming table.

If your pet is overly stressed, we will focus on those things that are necessary for the pet's health, and shorten or skip any services that are purely cosmetic. It may not be the prettiest groom, but it will be as safe as possible for your pet.

Payment is accepted via cash, check, Paypal, or credit/debit card (Visa/MasterCard/Discover/Amex). Payment is due when services are rendered. If paying by cash, please have correct amount ready. We do not carry change.