

Attendance Policy

Here at Captivating Canines we want to assure you and your fur baby have a wonderful experience each time you visit! Our groomers do their best to accommodate your specific scheduling needs, however this is always done with the safety and comfort of your pet as our number one priority. We ask for a minimum of four hours per client as our bathing and grooming process takes time, but understand that sometimes your plans and schedule may not allow it. We do offer "in and out" services for additional charge of \$15 per small dog and \$25 for large, but please specify at the time of booking so we can tailor our schedule around yours! Please try and make it to your appointment on time, as we book our groomers for the day just like a hair salon

Why does it take so long??

The groom begins with initial hellos and love from our groomers and clients! You may not realize it but some of your pets have amazing friendships with doggos and humans alike- and the first few minutes after drop off are so important. It gives your pup time to acclimate to their change in surroundings and get used to the shop again, while giving us time to ready the tub with the shampoos and conditioners personalized for their needs.

The next step is the most important part of the process- bath time!!! A clean coat not only adds to the overall health and well being of your pupper, but is necessary for a well manicured style. We use only gentle and high grade doggie salon shampoo and conditioner for our baths. We also provide an array of organic, medicated or sensitive skin shampoos if your pup needs something extra gentle- we are acutely specific to their personal needs. Medicated baths incur an extra five dollar fee, but we always offer multiple packages and spa days that offer so much more for less!

After the multi step bathing process which includes massage and a facial, comes the drying process. This is where every dog, dog breed, coat or fur style makes the biggest difference! Some dogs do phenomenal with the high air blow driers and can quickly move on to the next step, while some pups are highly sensitive to sound and need to be air dried instead. We do our absolute best to keep our clients comfortable during this process, so each step is personalized to their individual needs. Our number 1 goal is to get the perfect bath and cut done while your pup is under little to no stress- we absolutely adore your fur babies and want them to love us too!!

Last comes the cut and style. Our groomers are using scissors and other sharp objects and are trained to wait patiently when necessary while working on your dog. A smooth groom ensures your pet stays safe while getting the perfect cut! Sometimes a pet comes in with more undercoat or matting that wasn't previously discussed, making this last process take longer than we initially booked for. Please try to be patient with our groomers, as they are doing the best they can under unforeseen circumstances. Sometimes it's someone else's pup, and sometimes it's your own- and we thank you so much for understanding.

We truly love your pets, and have forged incredible relationships with owners and pups alike. If for any reason you are unsatisfied with your cut, or are concerned about the groom in any way, PLEASE notify the shop within 24-48 hours. Kindly understand Captivating Canines cannot be held responsible for anything that happens after you leave the shop, and our knowledgeable staff will always let owners know if they noticed anything out of sorts with your pup while under our care. If you have any questions about odd behaviors, skin rashes, allergies ect, speak to your groomer. Often they can give you advice on care, or point you in the direction of a vet if it seems necessary. All in all Thank You. Thank you for choosing us, for allowing our staff to be part of your lives, for trusting us with your beloved pets and for giving us the opportunity to spend time with them. Thank you for choosing to be a part of the **Captivating Canines** family!