

## **BARK ME BEAUTIFUL**

Pet Grooming Inc.  
1122 Francis St. Longmont CO, 80501  
303-776-0332 (main)  
303-834-9295 (2<sup>nd</sup> line)

[www.barkmebeautiful.com](http://www.barkmebeautiful.com)

[barkmebeautiful@gmail.com](mailto:barkmebeautiful@gmail.com)



Bark Me Beautiful would like to THANK YOU for choosing us to care for your furry family members. We know you have many options when it comes to who cares for your pets grooming needs. We pride ourselves on providing the highest quality service and care.

Communication is key to all good working relationships. Here we will outline how we handle things that may come up from time to time in the grooming environment.

### GROOMING POLICIES

**Vaccinations:** By law, all dogs and cats are required to be current on their rabies vaccinations. All other vaccinations should be kept up to date, per your veterinarian recommendations. We do not ask to see proof of these vaccinations, but *please understand that if your pet is not up to date, it and all other animals in our facility are put at risk.* If your pet is not feeling well, we ask that you reschedule their grooming appointment until a time that they are feeling better and/or have been seen and cleared by their veterinarian.

**Medical Problems:** Sometimes grooming can expose or exacerbate a known or unknown pre-existing condition. *Please notify us of any conditions you know of prior to grooming.* This includes things such as: seizures, arthritis, collapsing tracheas, allergies (both food and environmental) etc. This will ensure that your groomer can take every effort to make sure your pet has the most comfortable and stress-free care. If we feel that performing any of our services might be hazards to your pet's health (such as anal gland expression, teeth brushing or ear cleaning), said services will NOT be performed, and your groomer will advise you to see your veterinarian. The team at Bark Me Beautiful cannot diagnose any conditions but may advise you to seek veterinary attention in the event they find something out of the ordinary.

**Parasites:** Creepy Crawlers are no fun for anyone! Yes, we live in Colorado, and YES, we still must deal with things like fleas, ticks and lice. It is the owner's responsibility to take the necessary steps to ensure your pet is protected from the creepy crawlers. If you have a known problem of bugs, we ask that you seek veterinary attention before your pets grooming appointment. *If your groomer is lucky enough to find them for you, Bark Me Beautiful will automatically administer a bug bath (depending on the phase of the grooming process) and you will be charged a fee of \$10-\$20 for covering the shampoo, time and cleaning necessary to ensure no bugs are active in the grooming studio.* In any bug case we feel poses a potential hazard to other pets in our care, your pet will be quarantined, and the owner will be called to pick up the pet immediately. Remember if you have a bug problem, it is important to treat your home, bedding, cars etc. along with any other pets in the home.

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**Aggression:** If your dog has a history of biting, aggression towards people or other animals you are required to notify Bark Me Beautiful prior to grooming. The possibility of aggression does not affect if we will try to groom your pet, however it can help prevent injury. We have worked with many animals with behavior issues, successfully grooming these pets and helping work them through their issues. If we deem your pet is harmful to the point of hurting itself or any of the Bark Me Beautiful team, we will STOP at any point in the grooming process and the owner will be called to pick up the pet in its current condition. *A Special handling fee of \$10-60 may be applied to your grooming charges for pets that need additional time.* **IF YOU DO NOT DISCLOSE YOUR PETS BITE HISTORY, and a Bark Me Beautiful employee is injured by your pet, YOU, the owner, will be responsible for all medical/hospitalization bills that may arise for such incident.**

**Bathing:** All hair cut services will include a bath and blow dry service. A clean coat insures the best finish possible for your dog's groom. We do not allow for pets to be bathed at home or preform hair cut services without our team first providing a bath service. If the owner insists on Bark Me Beautiful withholding the bath services, Full price for the groom will still be charged.

**Exercising Your Pet:** It is the owner's responsibility to exercise their pet prior to arriving at the Bark Me Beautiful grooming studio. PLEASE DO NOT allow your pets to relieve themselves on the building or other poles in the parking lot. We understand that accidents happen and Bark Me Beautiful has clean up materials located just inside the building. If your pet has an accident during grooming, you may be charged a \$5 fee per clean up. If your pet requires an additional bath you may be charged an additional \$10-\$30 depending on the size of your pet and the mess requiring clean up.

**Matted Pets:** If your pets coat is severely tangled, the best option is to start fresh. We would never recommend hurting your pet for vanity sake. De-matting can be painful and time consuming. For this reason, Bark Me Beautiful will only de-matt minor matting problems. *A fee of \$1 per minute of brushing time (beyond the normal about of time brushing) will be charged if the pet must be de-matted.* In some cases, brushing is not possible, and your pets coat will need to be shaved short. Bark Me Beautiful's team will always discuss all options with the owner before services start. If your groomer finds severe matting after you have left, they will contact you by phone to discuss the best options for your pet. You will be asked to sign a Matted Pet release form for all severe matting cases (no matter if we already have a release form on file). Bark Me Beautiful recommends that your pet have a regularly scheduled grooming, every 6-8 weeks to ensure properly maintenance of the skin and coat. Bath and tidy services are available in-between full groom services.

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**Caging/Commingling/Free Roam:** All pets will need to be contained during their stay at Bark Me Beautiful. We have many options for this. Regular kennels will be used in most cases. We also have pens and the ability to allow one family of dogs loose in the grooming studio at a time. If your pets should not be housed together or are not good around other animals, please notify us prior to grooming. In the case that your pet is an escape artist please notify the team of this as well.

**Cancellations:** Bark Me Beautiful understands that sometimes life changes unexpectedly. If you must cancel your appointment, please give us 24 hours' notice. This allows us to fill that spot with another client. **LATE CANCELLATIONS will be charged 50% of the scheduled grooming services.**

**No Shows:** Not showing up for your appointment time is considered a "NO SHOW". **NO SHOWS will be charged 50% of the scheduled grooming services.**

***Habitual NO SHOWS OR LATE CANCELLATIONS will be cause for separation between Bark Me Beautiful and the Client. No future appointments will be scheduled for these clients.***

**Intact Animals:** Please notify the Bark Me Beautiful team if your female pets are in heat or in whelp. A sanitation fee of \$10 will be applied for females in heat. Pregnant animals will only be groomed at the discretion of Bark Me Beautiful's management team.

**Pick up and Drop offs:** Bark Me Beautiful sets appointment times throughout the day to keep our attention on the least number of animals at any one time. Please be respectful of your set appointment time. If you are running late, we ask that you notify us as soon as possible. If you are running more than 15 minutes late, we reserve the right to reschedule your appointment. Multiple rescheduled appointments due to tardiness, or not notifying us of running late will be considered a NO SHOW appointment and will be charged the NO SHOW FEES.

When you drop off your pet, your Bark Me Beautiful groomer will set a pick-up time or will opt to call you when your pets are ready. Either way please plan on picking up your pet within one hour of this time. If you need your pet to stay for an extended time, please make these requests at the time of booking your appointments. Failure to pick up your pet in a timely fashion will result in a charge of \$25 for every half hour beyond the hour grace period. Bark Me Beautiful does not have a set closing time. Your groomers get to go home when the last pets are picked up for the day.

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- All pets will be tethered by a well fitted and non-tightening loop with a swivel on the loop when on grooming tables or in the bathing tub at Bark Me Beautiful Grooming Studio. Pets will always be supervised by a human in constant and direct contact when on tables or in the grooming tub.
- Bark Me Beautiful Pet Grooming Inc. reserves the right to refuse services for any reason; including but not limited to, pets whom pose a threat to our employees or other pets in our care due to aggression, health problems, parasites, pregnancy or any other reason we deem necessary.
- Although accidents are rare, there is a risk when dealing with live animals. Bark Me Beautiful will inform you immediately in the event of any incident that occurs and/or any conditions we may notice. Please refer to the General/Matted/Senior Pet Release Form.  
If for ANY REASON you feel your pet may have been injured in our care, please notify management as soon as possible or within 48 hours of pick-up. Bark Me Beautiful will only be able to investigate a claim of liability if we know about a concern immediately.
- If there is a problem with the quality of the grooming service we have provided, we kindly ask for verbal notification with in 48 hours of pick up. This allows for our team to rectify the situation as soon as possible. We strive to always be communicating clearly, however being human, sometimes mistakes are made. If we can fix something you are unhappy about, we would like the opportunity to do so.

If you have any questions, please feel free to ask one of the Bark Me Beautiful Team Members or Management. 303-776-0332 or [teambarkmebeautiful@gmail.com](mailto:teambarkmebeautiful@gmail.com)