

GROOMING POLICIES

*Thank you for choosing Cosmopawlitan to be part of your pet's health care team.
We will do our best to give you and your pet a pleasant experience!*

Booking Appointments

We recommend that you book in advance for your pet's spa treatment or grooming appointment. A \$25 non-refundable deposit is required to reserve a grooming spot. The deposit is deducted from the groom price.

To ensure that you get a date and time convenient to you and to help keep your pet in good shape, we encourage you to pre-book your pet's future appointments in addition to the current session. The recommended grooming schedule is 4-6 weeks for drop-coated and single-coated breeds (e.g. Shih Tzu, Maltese, Poodle); 8-12 weeks for double-coated breeds (e.g. Shelties, Golden Retrievers); and approximately 12 weeks for short-hair breeds.

Re-scheduling

If you need to re-schedule, please contact us by 12pm two days before. If you arrive more than 15 minutes late then we may need to re-schedule your appointment depending on our schedule. If this is the case then a new deposit is required for your new appointment.

Dropping Off

Please ensure your dog has fully relieved him/herself prior to grooming. If your pet is nervous about grooming or travel, avoid feeding 2 hours before the appointment. Please notify us of any special conditions to be aware of. If you suspect fleas, please notify us in advance so we can give your pet a flea bath promptly and avoid exposing other pets in our facility. We reserve the right to reschedule appointments for pets that may have contagious conditions or if your pet is an unsprayed female dog on her period.

Picking Up

Please ensure you provide us with a phone number that you can be reached at. We ask that you be available to pick up your dog within a short time of us calling you. Due to limited space, late pick-up fees may apply.

Pricing

Prices quoted are for pets in good coat condition. Additional fees will apply if:

- Your pet is large for its breed
- Your pet is matted
- Your pet is aggressive
- Your pet is extra wiggly
- Your pet has fleas or ticks
- Your pet requires daycare (your pet must meet our daycare requirements)

De-Matting and Safety

We will do our best to accommodate your requests but we will not put your pet through any unnecessary pain or stress.

We are trained to handle your pet in a safe and professional manner. If we deem it unsafe for your pet or our staff to continue grooming, we will stop and contact you to pick up your pet. You will be billed partially for time or work already completed.

Home Care

In addition to professional grooming, home care is an important way for you to maintain your pet's coat, nails, ears and eyes; to find any unusual lumps and bumps; and to build your bond with your pet. Cosmopawlitan staff can show you the proper tools and techniques to use. We can also help with our monthly brush-out service to keep your dog's coat in good condition after each groom.

Satisfaction

If you are not satisfied with your pet's groom, please notify us at time of pick up or within 24 hours and we can arrange for a touch-up same day or within a few days. We welcome your feedback and will do our best to make you happy.

Thank you for choosing Cosmopawlitan!