

Grooming Policy

Scheduling & Cancellations

We do not schedule dogs on the same day. Calling 1 week in advance is strongly recommended

If you cannot keep an appointment, please contact Comfi Pets Grooming & Pet Sitting Services at LEAST 48 hrs in advance or a cancellation fee of \$150 will be required to book another appointment

Delays

Appointment time is an estimated time of arrival and may be subject to delays due to weather, traffic conditions or flooding. In the event these conditions (not limited to the above) cause delays beyond 30 minutes, the appointment will be cancelled and rescheduled (The Cancellation Fee will NOT apply)

No Bite Policy

We will no longer be grooming dogs that bite. We have had too many staff injuries that it is not safe to work in these conditions. We will advise you if your dog has bitten a member of staff and an additional fee will incur

Cost

A quote is an estimate of the total cost. It is not the final cost and cannot be given until the groomer assesses the dog's **size, coat** condition and temperament

Dogs with a severe infestation of **fleas and ticks** will not be groomed

If your dog is found to have a **skin infection** (fungal, yeast or bacterial) or has urine and feces in their coat an additional fee will apply

If your pet's coat is **matted**, a fee will be applied based on the severity of the matting

Safety

We promise your dog is in safe hands. Please DO NOT knock on the van doors or open the door during your dog's appointment

Pet Welfare

We place a high emphasis on your pets' safety. Therefore we require **full vaccinations** to book your puppy

For senior pets or pets with health issues, grooming can be stressful. They run a higher risk of accident/injury to themselves. Comfi Pets Grooming and Petsitting Services reserve the right to refuse service if we feel it is not safe for your pet to be groomed.

A **matted coat** is painful and causes extreme discomfort. If your pet is pelted or matted beyond 50% of the body, your pets' welfare will take precedence over vanity.

Shave downs due to severe matting can lead to nicks, skin irritation, clipper burn, self inflicted irritation from licking and hematomas. A severely matted coat also traps moisture close to the skin that can lead to yeast, bacteria, fungal and mold growth which is revealed after removal of the mat. Comfi Pets Grooming & Petsitting Services will not be held responsible as owners are responsible for the condition of the pet's coat.

Requirements



The groomer requires access to an **electrical outlet**. A parking space (on flat land) must be provided within 50ft of the residence. Large dogs are serviced outside of our mobile unit

We currently only accept **cash payments**