



## Mobile Dog Grooming Service

### Frequently Asked Questions

#### I have a question which is not covered by the FAQ's!

Give us a ring or send an email and we will be glad to help.

#### Will the service be as good as what's offered by a salon?

Yes, we are a member of the "British Dog Groomers Association" and use professional equipment intended for mobile groomers. We have successfully completed dog grooming and pet first aid training and continue to maintain our learning to keep us up to date with new techniques, products and equipment. We are fully insured and our equipment is serviced and maintained in accordance with manufacturer's guidelines. All equipment is thoroughly disinfected and cleaned after use.



#### When do I need to start having my dog professionally groomed?

If it's a puppy, ideally this should be when they are around 12 weeks old and after all their inoculations have been completed. We offer this puppy familiarisation service at greatly reduced rates as these are shorter and gentler sessions which introduce the puppy to the grooming environment, equipment used and help the puppy to develop a bond of trust with someone new. Beyond puppyhood dogs need grooming at variable times dependent upon their breed, we specialise in working compassionately with nervous or older dogs taking account of their individual care and grooming needs.

#### How often does my dog need grooming?

The grooming needs of dogs are different depending on their breed and coat and dog lifestyle. Some will need grooming more frequently and others less often. We can offer you advice on this but most breeds ideally need trimming around every 6 to 8 weeks. Seasonal changes can also affect coat growth where it grows more quickly in summer, and needs more washing and tidying in the winter. Your dog's nails may need cutting every 4 to 6 weeks dependent upon their breed and outside activity. See our information sheet on suggested grooming timescales.



#### What do I need to provide or prepare before your visit?

Give us a call, leave a message or send an email and we will call you back to discuss what you need before making an appointment. We ideally need somewhere level to park our van close to your home and we **must** be able to plug into your household electrics. **Please ensure your dog has been and toileted before we get there.**

### **What if I don't have space for the van to park, or I can't provide you with electricity?**

You can bring your dog to us, or in some cases we may be able to collect from you. We will not use 'waiting cages' and would groom your dog straight away using the same one on one care as if we were parked outside your home or workplace.

### **How long does the grooming take?**

This depends on what is being provided and breed of dog. Please allow two hours for a full groom and puppy grooms usually take one hour. We give more time for new, nervous or older dogs to allow them to settle into the experience.

### **How safe will my dog be?**

Safety of your dog is a priority; we carry restraints and leads and never leave a dog unattended in the vehicle. The hydro bath has a safety door and the water is temperature controlled to avoid scalding and only contains very shallow water.

### **Can you groom large breeds or heavy dogs?**

We have an electric grooming table to raise and lower dogs which places them at the correct height for grooming and our hydro bath fits most large dogs. However limited van space means we cannot groom extremely large, giant breeds and we may need to make arrangements where two handlers are required for heavy dogs.

### **Can you deal with aggressive or difficult dogs?**

Keeping an animal calm is part and parcel of a groomer's experience, knowing how to handle and talk to your pet will solve 99% of problems. Muzzles will be used only as a last resort and if required, will only be applied for a very short part of the process. It is very rare to find an 'un-groomable dog' but if we come across any serious problems during a visit we will of course discuss them with you so we can agree a solution together. Should a dog become too aggressive or unhappy we would discontinue the grooming and return it to the owner. If your dog is unhappy being groomed, you may need to consider having a veterinary groom under sedation.

### **Do you groom more than one dog at once?**

We are happy to take appointments for more than one dog from one address and offer discounted rates for this service; we normally groom one dog after the other.

### **Can I stay with my Dog?**

We don't encourage owners to be present in the van as we prefer to be left to get on with the task. Having the owner around often leads to the dog being unsettled, this then lengthens the time taken to complete the grooming. However if your being there helps calm them we may ask for your assistance at certain stages of the grooming.

### **What shampoo and grooming products do you use?**

We never use anything on your dog that we would not be prepared to use on our own dog and use a selection of superior pet grooming products suitable for different coat types. We carry medicated, moisture-rich and deodorising shampoos and conditioners. We apply cologne or perfumed grooming spray unless requested otherwise. If your dog has a skin condition and a prescription shampoo, or you have a preferred shampoo for your dog please provide this for us to use, at your own expense.



### **Do you do show-clips?**

Not at this time. These take longer to complete and need to be booked in advance. Information of alternative local grooming services can be provided on request.

### **Do you treat for fleas?**

Never without your prior consent. We may carry a limited stock of proprietary brands which are available for purchase and can offer advice on what action you need to take to treat your pet(s) and home.

### **What can I do between my grooming appointments?**

This varies on the breed and type of coat they have. Keeping the coat matt-free with regular brushing and combing is essential. If your dog needs a bath then use good quality shampoo suited to their skin and coat but try to limit baths to a maximum of once a week. We can visit between grooming appointments to bath and brush your dog if required. We offer advice on suitable brushes and combs for your dog that you can use between grooming sessions.

### **Why do you only give estimated prices over the phone?**

In most cases the prices shown on the website or quoted over the phone will be what you pay. As additional work may be necessary, we cannot give a definite price until we have seen your dog. We always discuss our prices with you before any grooming begins.

### **How can I pay for the grooming?**

We currently accept cash or cheques.

### **What if I need to change my appointment?**

Please see our terms and conditions regarding our cancellation policy. We ask that you always try to give as much notice as possible.

### **Where does the water come from for washing the dogs?**

We have a large, heated water tank which can be re-filled and heated as required.

### **Do you use clean water for shampooing?**

Yes, we use a large hydro bath with an efficient filtration system which cleans and recirculates the water so each dog has fresh, clean, heated water for its shampoo and rinse.

### **What do you do with the water waste?**

Water is collected and stored in an on-board waste water tank which we take away with us.

### **Do you use fresh towels for each dog?**

Yes.

### **Do you disinfect after each dog?**

Yes.

### **Do you offer grooming services for other pets?**

We provide nail clipping services for other animals including; cats, rabbits and hamsters in your home. Please contact us on 07734 283 692 for more details and prices.

