



BARK ME BEAUTIFUL

Pet Grooming Inc.
Longmont Studio
1130 Francis St. Longmont CO, 80501

7

CONTACT US:

303-776-0332- Main Call Line

www.barkmebeautiful.com

303-834-9295- 2nd Call Line

720-340-8340- Text Only

teambarkmebeautiful@gmail.com

720-552-05910- Appointment Conformations

manager.barkmebeautiful@gmail.com

We 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. We would like to outline how we handle things here.

GROOMING POLICIES

APPOINTMENTS:

Drop off: Our lobby is fully open. Please arrive at your scheduled appointment time. Time is important since we work on a staggered scheduling model. If you need to drop off early, your pets grooming may not begin until the scheduled time. If late, we may have to wait longer to get your pet started. Length of service will be affected, and pickup times will be later. Please call if you need assistance getting your pet in or out. We are happy to help.

Late arrival for appointment: If you are running late for your appointment, please call to let us know as soon as possible. If you are more than 15 minutes late for your appointment, you may be asked to reschedule. Late arrivals past 15 mins may still be able to receive services at managements discretion, however appointments will take additional time to complete.

Pick up: All grooming services will be quoted to take up to 4 hours. Unless you receive a specific pickup time, you will get a call from us around the time that your dog will be ready- a "heads up call". Timely pick-ups are important since we are not set up to do daycare. Please retrieve your pet as soon as possible. Dogs left more than 2 hours after pick-up time/call will be charged a late pickup fee of \$1 per minute, unless otherwise arranged with us. Pre-arrangement for dogs being left more than 6 hours with us will be charged a "day stay" fee of \$40. Last pick-up will vary from day to day- however we like our team to be done by 5:30 pm.



BARK ME BEAUTIFUL

Pet Grooming Inc.
Longmont Studio
1130 Francis St. Longmont CO, 80501

2

Cancellations: Bark Me Beautiful understands that sometimes life changes unexpectedly. If you must cancel your appointment, please give us 24 hours' notice (preferably Monday-Friday if possible). Advance notice is important for us to fill the vacancy.

LATE CANCELLATIONS will be charged a \$20/\$40 fee or 50% of the scheduled grooming services if it happens multiple times.

No Shows: Not showing up for your appointment is considered a "NO SHOW". **No Shows will be charged a \$20/\$40 fee for the first time and 50% of the scheduled grooming services if it happens multiple times.**

Habitual NO SHOWS OR LATE CANCELLATIONS may entail separation between Bark Me Beautiful and the Client where NO future appointments will be scheduled for these clients. Or alternatively, you may be required to pay 100% of booking service fees at time of scheduling.

Exercising Your Pet: It is the owner's responsibility to exercise their pet prior to arriving for the appointment. 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 mess requiring clean up.

Caging/Commingling: All pets will need to be contained during their stay at Bark Me Beautiful. Kennels/crates are used in our facility for your pet's safety. In the case that your pet is an escape artist please notify our team. Commingling is not allowed for dogs from different families. The only time your dog will be held outside of a kennel/crate, is with an owner's signed permission and your dog will be confined to a specific room, such as our office. If you are uncomfortable with kenneling, please refer to our Express services.

Express Service: We can complete your dog's grooming without the use of kennels for an additional fee of \$25 dollars. If you choose this service, it must be scheduled and agreed upon prior to booked service time and may only be available for specific days/times of day or groomers. Express services are intended specifically to eliminate the use of a kennel during the service, though the groom may be completed sooner than a kenneled appointment. It is important that owners are prompt on pickup to ensure we do not need to use a kennel for dog.

HEATH AND SAFTY:

Vaccinations: By law, all dogs are required to be current on rabies vaccinations. All other vaccinations should be kept up to date, per your veterinarian's recommendations. We do not ask to see proof of these vaccinations. *Please understand that if your dog is NOT up to date, your dog and all other animals in our facility are put at risk.* We will not be responsible for sick pets due to lack of vaccinations.



BARK ME BEAUTIFUL

Pet Grooming Inc.
Longmont Studio
1130 Francis St. Longmont CO, 80501

3

Puppies: We like to start puppies in the grooming process as soon as they have the first few rounds of puppy shots- usually around 12-16 weeks. Please consult with your veterinarian. As soon as you get the go ahead, we want to get them in for grooming socialization and introductory services.

Sick Pets: If your pet is not feeling well, please call us to reschedule. If your pet exhibits signs of illness during grooming, we may send your pet home.

Medical Problems: Sometimes grooming can expose or exacerbate a known or unknown 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 will 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 hazardous to your pet's health (such as anal gland expression, teeth brushing or ear cleaning), those 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 and instead will advise you to seek veterinary attention in the event they find something out of the ordinary.

Parasites: Creepy Crawlers are no fun for anyone! Living in Colorado includes dealing with fleas, ticks, and lice. It is the owner's responsibility to take the necessary steps to ensure your pet is protected from the bugs. Known pest infestations should be handled by your vet prior to your pet's 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 (covering the shampoo, time, and cleaning) necessary to ensure no bugs are active in the grooming studio. For cases 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.

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 management team, and not within two weeks prior to whelping puppies/ 4 weeks after whelping.

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.**



BARK ME BEAUTIFUL

Pet Grooming Inc.
Longmont Studio
1130 Francis St. Longmont CO, 80501

4

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 home bathing as a substitute for the studio's services. If the owner insists on Bark Me Beautiful withholding the bath services, full price for the groom will still be charged.

Matted Pets: Matting is severely tangled coat, and 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 4-8 weeks to ensure properly maintenance of the skin and coat. Bath and tidy services are available in-between full groom services.

Treats: Bark Me Beautiful will not provide treats to any dogs in our care. Owner provided treats may be given during services, however, please understand that many dogs will not eat during the grooming process, so treats may only be offered before and after grooming processes.

THIS FACILITY IS LICENCED BY THE COLORADO AGRICUTURAL DEPARTMENT AND FOLLOWS ALL RULES AND REGULATONS PERTAINING TO THE ADMINISTATION AND ENFORCEMENT OF THE PET ANIMAL CARE AND FACILITES ACT- PACFA 8CCR 1202-15

<https://www.sos.state.co.us/CCR/DisplayRule.do?action=ruleinfo&ruleId=3255&deptID=1&agencyID=56&deptName=Department%20of%20Agriculture&agencyName=Inspection%20and%20Consumer%20Services%20Division&seriesNum=8%20CCR%201202-15>

- *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.*

ADMISTRATION:

- *Bark Me Beautiful Pet Grooming Inc. reserves the right to refuse services for any reason at any time; including but not limited to, pets who 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.*



BARK ME BEAUTIFUL

Pet Grooming Inc.
Longmont Studio
1130 Francis St. Longmont CO, 80501

5

- *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 communicate clearly, however, sometimes mistakes are made. If you are unhappy about the groom, we would like the opportunity to make it right.*
- *Returned checks will incur a \$25 fee. Bark Me Beautiful Pet Grooming Inc. will not hold checks for any length of time and must be dated for the date of services being rendered.*
- *NEW CLIENTS- all new clients will be asked to put a credit card on file to book services. Alternatively, clients that are uncomfortable with us holding a card number on file, will be asked to pay a non-refundable booking deposit fee of \$20/\$40 (depending on services) that will be applied to your grooming services of the appointment. Deposit will be lost if appointment is canceled on short notice or is a no showed.*
- *New Clients will be given paperwork at time of check-in and may be taken home to complete. Please return the completed forms at time of pick up. Existing clients may be asked to fill out a new client info form to update current information from time to time.*
- *Bark Me Beautiful and its employees may take photos/videos of pets in our care. This media is the property and copyright of Bark Me Beautiful and may be used for social media including Facebook, Google, Instagram, our website, or other digital marketing outlets.*

If you have any questions, please feel free to ask one of the Bark Me Beautiful Team Members or Management.