

## **Client Information Sheet**

### **Welcome to The Pet Bow-Tique**

In an effort to better serve our valuable customers, this is to provide, as well as, gather information on you and your pet. We feel it is very important for our customers to understand our policies as well as the entire grooming process.

The Pet Bow-Tique is a family owned and operated business. We have been serving the area for over 10 years and pride ourselves on quality. We are here because we love animals and care for their well being. The owner of The Pet Bow-Tique is also a Vet Tech who worked in the field of Veterinary Medicine for over 10 years, which is very helpful in understanding behavior, skin problems, common ailments, geriatric needs, and injuries.

We have compiled a questionnaire in regards to your pet's health, behavior, and likes and dislikes. We have also compiled a summary of our procedures so that you, the pet owner, can understand the grooming process better.

The Pet Bow-Tique is professional grooming salon with several professional groomers, which allows us to book grooms with as little as a days notice as opposed to waiting for weeks for and appointment. Our groomers are certified (completing sufficient requirements from an accredited grooming school) gentle caring professionals. Please keep in mind grooming is an art. Every pet stylist has a different touch to their grooms, therefore, if you are unhappy with a style you may at any time request a different groomer.

**Pricing:** Our prices are very competitive with today's market, we will only give an estimate (price range) due to the variance of breeds, weight, coat, quality, and pet behavior. Here are Murphy's our grooming process is much different than a small salon where your pet may sit in a cage for hours. Please be assured this is not the case with your pet. We have a 4 step process you pet will complete during the day including lots of attention, hugs, and kisses.

We begin with an assessment looking for matts, tangles, skin lesions, ear infections, and general coat condition which allows us to determine the best shampoo for your pet. If you pet is matted we will notify you if the charge is to exceed \$10 additional and/or if the need to shave them is present. Our dematting process is \$20 per hour, but please keep in mind it is a painful process for most dogs and in turn is usually what makes them hate the groomers. Your pet is then what we call **Prepped and rough clipped**. In this process your pet's ears are plucked free of hair (if needed), toenails are trimmed, tummy, tush, and pads of feet are trimmed of hair. Then your pet is clipped according to your request. From there your pet is sent to the **Spa** where he/she is lathered up, scrubbed clean and rinsed thoroughly, ears cleaned, and conditioner applied if needed or requested. Next your pet is sent to a **Fluff drying** station where one of our loving bathers will dry him/her. Once he/she is dry, the groomer is notified and your pet will begin the **Finishing Process**. Keep in mind there are other pets here to be groomed not just yours, so please be patient with us and know that **Our wonderful receptionist will call immediately upon completion. So please be sure we have ALL your phone numbers.**