

Em's Grooming & Boarding

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The Grooming Process

July 2025

How Does It Work?

So an application is filled out, vaccinations are received, and an appointment is scheduled.... What next? The day prior to your dog's appointment I will text a confirmation text including my full address, service(s) to be done, quote, duration of the appointment and any additional



information regarding your appointment! I **do not schedule over-lapping grooming appointments** so arriving on time is very crucial! As this ensures 100% attention on the pet present. Once you arrive for your appointment, I will meet you outside! You're welcome to walk your pup inside, take a tour, or stay outside!

During the Appointment

The second your pup's paws touch my side-walk - my entire time is centered around them! With *first time comers*, I often spend the first initial minutes introducing myself (petting, talking, playing with toys, giving treats, etc). From then, we proceed with

our groom taking breaks as needed to ensure minimal stress. A break from the groom could range from a simple two second pause to a complete 10 minutes break. Your **dog's demeanor** will determine how the break is spent; praise with pets and treats to encourage, a quick game of fetch to release some energy, a moment alone to compose, quiet cuddles to ease nervousness and more.

When we are half way through our groom, I will text you a pick-up time (an ETA will be disclosed at drop off). Throughout the groom, I may send pictures/videos to share your pet's progress and cuteness.

Pick-Up

We finished our groom, waiting to be picked up. Since I do not have over-lapping appointments, your **pup doesn't wait in a crate!** When we finish our groom, I love to utilize the time left by establishing a relationship. I do this by taking pictures/videos, talking to them, playing and being completely positive and fun (so I'm not just associated as the 'groomer' to them but a fun friend they can look up to.). Once you arrive, similarly to drop off, we will meet you outside so you can see your pup's coat shine in the sun's rays! Once payment is accepted (venmo, cashapp or cash), you will receive your pup and a groomer card (relays everything used, done, and your pet's reaction to it all)!

What if my dog has known anxiety for grooms?

So your dog freaks out when strangers grab their paws or play with their ears? I probably would too, if I were a dog. Anxiety can stem from many different reasons; trauma, genetics, or ill-socialization (among others). *When anxiety is pushed aside, it doesn't disappear. In fact, it nearly doubles.* Getting over anxiety is difficult, as is for humans, but it *can* be done. It does require; commitment, repetition, trust, encouragement, patience, and all the time in the world....

The first few appointments may be scheduled for longer durations to ensure time for breaks and going at your **pet's pace**. If your pet shows signs of severe aggression and/or anxiety, services will not be continued and you will be notified. This isn't to imply that your pet is no longer welcomed, on the contrary; **it is to schedule specific times to build a foundation of trust in me and understanding in grooming.** Example; rather than scheduling a nail trim (if the pet previously showed signs of anxiety for nail trims), we would schedule a short appointment fixated on me just touching your dog's paws. **No nail trims, just socialization.** Teaching your pet to accept their paw being touched before full-throttling to trimming their nails.

It may be multiple visits before the service can even be started, but devoting **some time now can save you a lifetime of stress**. Every dog is different, some I have seen overcome their fears

within a few months while others took 6+ months. *Some dogs* are best suited for *light* sedation, but that isn't true for every dog. Feel free to reach out and I'd be happy to come up with a plan of action to get your pup comfortable being groomed.

Illness

My priority is to ensure everyone's health, comfort and safety. If your pet exhibits *any symptoms* within 48 hours of their scheduled groom, please let me know. Like people, it could be a light tummy bug or a meal that didn't sit right - but sometimes it can be something serious and even contagious. I do require core canine vaccines for every guest. I also do my very best to keep every toy, bedding, bowl, etc clean and sanitized (maybe too often, haha). *Life* can still happen, even with all of my bases covered, so to help me help you (and everyone involved) please let me know if your pet has had any vomiting, diarrhea, severe lethargy, abnormal breathing/coughing, etc.

Transparency

Life does not always go according to plan. If it did; flights would not be delayed, traffic wouldn't occur, accidents wouldn't happen. While it isn't ideal, I believe it is okay when life happens. I also believe transparency and communication are vital in every relationship; professional or personal. With that said, if *life* happens rest assured you will be notified and I trust I, too, will be notified.

Grooming Policies

- One family at a time (**NEVER AN EXCEPTION**)
- My most important goal is to ensure a **positive stress-free grooming experience**. I will not force any pet to undergo any type of grooming if they are overly fearful/stressed/anxious (**NO EXCEPTION**). This may require *longer appointment times* (to take breaks) or multiple appointment visits to introduce your pet(s) to grooming.
- If you are **over 30 minutes late for scheduled pick up** an additional +\$20 will be added to your current bill (this is to ensure no wait-times or overlapping appointments for you, your pet(s) and others)
- I do not perform any *breed-specific cuts*, only life-style cuts to ensure easy coat maintenance for your pet.
- **Discounts are available** for dogs adopted from a rescue/shelter (*must be within 6 months of adoption AND must have proof of adoption*), **ALL RESCUES/SHELTERS** and puppies (*ALL breeds/size under 7 months*).
- At this time I am **not handicapped accessible**, stairs are required coming into/out of the grooming room.
- If an appointment is cancelled within 24 hours of the scheduled groom, you will be **charged an inconvenience fee of \$25 on your next bill**.
- All pets are required to have a current rabies, bordetella, and distemper vaccines at least **3 days** prior to scheduled groom.

Pricing

Prices below with *asterisks* are **base** pricing. All pricing is determined on the length, type, and condition of coat, materials used (*type of shampoo, conditioner, etc*) and time spent. This does not include temperament (*anxiety, energetic, etc*).

Single Services

- Nail Trim: \$10
- Anal Gland Expression: \$10
- Ear-Clean: \$10
- Teeth Brush: \$15
- Nail Polish: \$20

Baths

- Brush, Bath and Dry for Small: \$25*
- Brush, Bath and Dry for Medium: \$40*
- Brush, Bath and Dry for Large: \$50*

Cuts

- Sanitary Trim: \$15*
- Facial Trim: \$20*
- Paw-Pad Trim: \$15*
- Nose-to-Tail Customized Cut for Small: \$30*
- Nose-to-Tail Customized Cut for Medium: \$50*
- Nose-to-Tail Customized Cut for Large: \$60*

Packages

- **Basic Bark Package**: Includes nail trim, ear-cleaning, brush out, bath with shampoo and condition, blueberry facial, and dry out.

Small: \$50* | Medium: \$60* | Large: \$70*

- **Pampered Pup Package:** Includes nail trim, brush out, bath with shampoo and condition, blueberry facial, dry out, and nose-to-tail customized hair cut.

Small: \$70* | **Medium:** \$80* | **Large:** \$90*

- **Pampered Pawdicure:** Includes nail trim, nail file, paw massage and nail color.

All Sizes: \$30*

Common Questions

1. Can I be present during my dog's groom?

Yes, you can stick around while your dog is being groomed. However; do not be offended if you are asked to leave. I promise, as insulting it may sound - **it truly is flattering**. Like children, our dogs sometimes see you as their saving grace... aka *an exit*. Sometimes pups behave the same with or without mom/dad present but other times dogs believe if they cry/whine/act out enough *you will save them from the pampering they are getting*. I am always willing to FaceTime you during their entire groom (*you may be muted to prevent your pet from hearing your voice and looking for you*).

2. Do you groom multiple pets at the same time, if in the same household?

Yes! I love having siblings give emotional support and join in on the spa-fun!

3. Do you offer mobile grooming services?

At this time I do not offer mobile grooming services. Depending on your location I can offer pick up and drop off services.

4. Can you teach me how to trim my dog's nails myself?

Absolutely and at **no** additional cost!

5. Do you live-stream your grooms?

This is expected to change (*hopefully*) in 2026 but at this time, no. I often record my grooms for content purposes, but they are **not** live.