

Em's Grooming & Boarding

Lombard Lane
Bunker Hill, WV 25413
(707) 375-9658

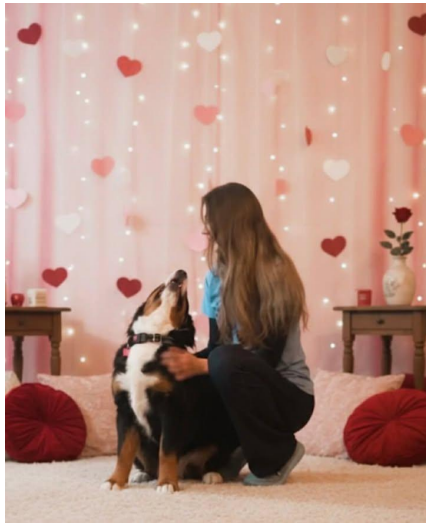


The Grooming Process

June 2026

How Does It Work?

So you filled out an application, sent over vaccines, and booked your appointment...now what?



The day before your pup's spa day, I'll send you a confirmation text that includes:

- My full address
- The services we'll be doing
- Your estimated total
- The expected appointment length
- Any other information you may need

One thing that's really important to know is that **I only groom one family at a time**. I don't stack appointments or rush dogs through my schedule. When your pup is here, they have my full attention from start to finish, so arriving on time helps keep everyone's day running smoothly.

When you arrive, I'll come meet you outside. You're welcome to walk your pup inside, take a quick tour, or simply hand them over—whatever makes you both most comfortable.





During the Appointment

The second your pup steps onto my sidewalk, my day becomes all about them.

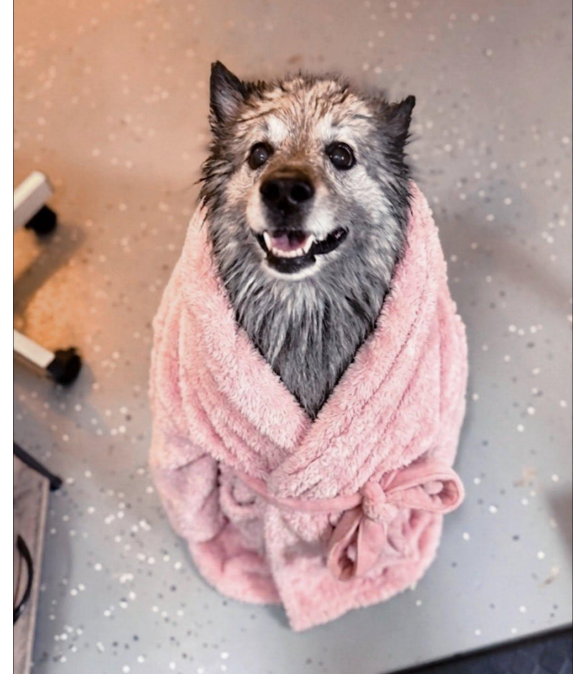
For first-time visitors, I like to spend a little time getting acquainted before we jump into grooming. That might mean treats, belly rubs, toys, or simply sitting together and earning their trust.

From there, we work at **their pace**.

Some dogs breeze through a groom. Others need breaks—and that's perfectly okay. A break might be a few seconds of praise, a cuddle, a game of fetch, some quiet time, or just a chance to reset before continuing.

Every dog is different, and I adjust to what they need rather than expecting them to adjust to me.

About halfway through the appointment, I'll send you an updated pickup time (you'll also receive an estimate at drop-off). And don't be surprised if you get a few pictures or videos along the way—I love sharing their spa day with you.



Pick-Up

One of my favorite parts of the appointment is actually after we're finished.

Because I never overlap appointments, your dog isn't sitting in a crate waiting to go home. Instead, we spend that extra time playing, taking pictures, getting extra cuddles, or just hanging out together.





My goal isn't for your dog to think, "Oh no...the groomer."

I want them to think, "Hey! It's my friend!"

When you arrive, I'll meet you outside so you can see that fresh haircut shining in the sunlight.

Payment is accepted through Cash, Venmo (+8% charge), Card (+3% charge) or Cash App, and you'll receive a groomer's report card letting you know what we did, what products were used, and how your pup did throughout the appointment.

What If My Dog Hates Grooming?

Honestly? I'd probably be nervous too if someone I didn't know grabbed my feet and ears.

Fear and anxiety can come from many places—past experiences, genetics, lack of socialization, or simply personality. Whatever the reason, forcing a scared dog rarely makes them less scared.

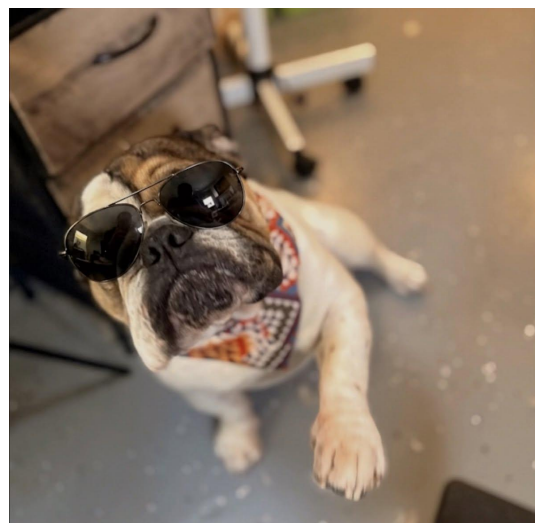
Instead, we build trust.

That may mean longer appointments, more breaks, or even multiple visits before we accomplish the original goal.

For example, if your dog is terrified of nail trims, we may spend an appointment simply rewarding them for letting me touch their paws. No nail trim. Just building confidence.

Taking the time now can save years of stress later.

Some dogs become comfortable within a couple visits, while others may take several months. Every dog writes their own timeline, and I'm happy to meet them where they are.





If I ever feel your pet is too fearful or aggressive to continue safely, I'll let you know. That doesn't mean they're unwelcome—it simply means we need a different plan to help them succeed.

Health & Wellness

Keeping everyone healthy is incredibly important to me.

If your pup develops vomiting, diarrhea, coughing, unusual breathing, severe lethargy, or any signs of illness within 48 hours of their appointment, please let me know.

Sometimes it's nothing more than an upset tummy, but sometimes illnesses are contagious. Your honesty helps protect every dog that visits my home.

I thoroughly clean and sanitize equipment, bowls, toys, bedding, and grooming areas between appointments, but teamwork is the best prevention.

A Quick Note About My Home

My salon is designed to be a quiet, one-on-one experience.

Occasionally, I may have boarding or overnight guests staying in my home. Those pets remain on the **top floor**, while grooming appointments take place only on the **main floor** and in my **basement grooming room**, so grooming guests are kept separate during their visit.

Please note that stairs are required to access the grooming room, so my salon is not currently handicap accessible.





Transparency

Life happens.

Traffic happens. Emergencies happen. Sometimes plans change.

If something unexpected affects your appointment, I'll always communicate with you as soon as possible. I simply ask for that same courtesy in return.

Good communication makes everything easier for both of us—and most importantly, for your pup.

Grooming Policies

- **One family at a time. Always.** I never overlap grooming appointments.
- Your dog's emotional well-being comes before the haircut. If they are overly fearful or stressed, we slow down rather than force the groom.
- Some pets may need longer appointments or multiple visits to build confidence.
- Pickup more than **20 minutes late** will result in a **\$20 late pickup fee**.
- I specialize in practical, low-maintenance lifestyle cuts rather than breed-standard show cuts.
- Discounts are available for:
 - Puppies (under 7 months)
 - Newly adopted rescue or shelter dogs (within 6 months with proof of adoption)
 - Rescue and shelter organizations
- My grooming room requires stairs and is not currently handicap accessible.
- Cancellations made within **24 hours** of the appointment are subject to a **\$25 cancellation fee** added to your next invoice.





- Current **Rabies, Bordetella, and Distemper** vaccinations are required along with an application waiver that must be completed at least **3 days before** your appointment.

Grooming Pricing

Pricing is determined by the size of your dog, the type of coat your pup has and the condition your pups' coat is in. Some grooming services are a flat fee regardless of size and coat condition unless within a spa package. Those services include;

- Nail Trim: \$10
- Ear-Cleaning: \$15
- Anal-Gland Expression: \$15
- Nail-Polish: \$15
- Paw Moisturizer: \$15
- Teeth Brushing: \$15

These services are determined by the size of your pup, the type of coat your dog has and the condition it is in (unless in a spa package), please ask for a personalized quote;

- Complete brush out, bath with shampoo and conditioner, and dry out = starting at \$20
- Nose to Tail Haircut (no breed specific) = starting at \$40 (does not include fee of bath, bath is required for full hair cuts)
- Coat Dye (Partial ONLY) = starting at \$40
- Paw-Pad Trim / Sanitary Trim / Facial Trim = starting at \$20/each

For a list of Spa Packages please view Em's Grooming & Boarding website.

