

CF Grooming Salon Services Guidelines

Retail Hours	Grooming Hours	Boarding + Daycare Check in/out
Monday – Friday: 7:30am – 7pm	Monday – Friday: 7:30am – 6pm	Monday – Friday: 6:30am – 7pm
Saturday: 9am - 6pm	Saturday: 9am - 6pm	Saturday: 9am – 6pm
Sunday: 11am – 5pm	Sunday: 11am – 5pm	Sunday: 1pm – 3pm, daycare closed

- **Boarding** is available 365 days a year. On New Year’s Day, Easter Sunday, Memorial Day, Independence Day (July 4th), Labor Day, Thanksgiving Day, and Christmas Day, a 50% deposit is needed to book your stay. Our Lobby is closed on these Holidays.
- **Daycare** is not available to the public on the above-mentioned Holidays.

Forms:

- Every Pet Guest must have the following forms completed and signed prior to their arrival:
 - Boarding/Daycare Guest Profile or Getting To Know You Form
 - Boarding, Daycare and Grooming Services Agreement
 - Credit Card on File Authorization Form
- All forms can be conveniently found in each customer portal or on our website.

Boarding:

- 25% deposit for non-peak, 50% deposit for peak
- Reservation is required
- Must have: valid credit card authorization form, proof of current vaccinations, guest profile and signed service agreement
- Reservations may be cancelled if the above is not on file

Daycare:

- Must attend an interview day prior to reservation
- Reservation is required
- Must have: valid credit card authorization form, proof of current vaccinations, guest profile and signed service agreement
- Reservations may be cancelled if the above is not on file

Grooming:

- Appointment is required for all non walk-in services

- Must have: valid credit card authorization form, proof of current vaccinations, “getting to know you” form and signed service agreement

Cancellations: Please note different policies depending on dates.

Cancellations for daycare must be made within the time frame listed below or your credit card on file will be charged in full for the confirmed daycare services, unless otherwise noted. A package credit will be used, if applicable.

Cancellations for boarding must be made within the time frame listed below or your deposit will not be refunded for the confirmed boarding services, unless otherwise noted.

Non-Peak/Non-Holiday periods:

- Daycare (full day + half day): 24 hours prior to date of arrival.
- Boarding: 2 days or more prior to date of arrival.
 - Cancellations for boarding made within the 2-day period, or a no show, will not receive their deposit back.

Peak/Holiday periods:

- Daycare (full day + half day): 48 hours prior to date of arrival.
- Boarding: 3 days or more prior to date of arrival.
 - Cancellations for boarding made within the 3-day period, or a no show, will not be refunded their deposit.

Peak/Holiday Periods:

- Peak/Holiday rates are an additional \$10 per night, per dog, and discounts for additional Pet Guests from the same family are still honored.
- Peak/Holiday Periods are considered to be: Week of New Years, Memorial Day Weekend, Week of July 4th, Labor Day Weekend, MEA Weekend, Thanksgiving Weekend, Spring Break, and Week of Christmas.

Arrivals:

- Arrivals and Departures occurring outside of Lobby hours may be available with prior arrangements, but for the safety of our staff, and disruption to the animals in our care, is strictly by appointment only and will incur an additional fee.

Departures:

- Check-out time for Boarding Guests is M-F 6:30am-10am or 4:00pm -7:00 pm, Saturday 9:00am-11:00am or 4:00pm-6:00pm, and Sunday 1pm – 3pm.

- Last pickup for all guests is 7:00pm M-F and 5:00pm on Saturday. The late pick-up window is up to 1 hour after lobby close. Any Pet Guest picked up (with prior arrangements ONLY) during this hour will incur a \$15.00 late pickup fee, per guest.
- Any guest not picked up by 7:00pm on Weekdays and after 6:00pm on Saturday and Sunday will be remain an overnight guest and charged accordingly.

Vaccinations:

- Proof of vaccinations from your pet's Veterinarian are required for all Boarding, Daycare and Grooming services.
- Grooming/Daycare guests are welcome to purchase daycare before and/or after their visit, provided they have proof of all required vaccinations.
- Bordetella must be administered at least 72 hours prior to your pet's arrival. The Bordetella nasal vaccination must be administered at least 48 hours prior to your pet's arrival.
- All puppies must be 16 weeks of age and have completed required vaccinations for daycare and boarding. Puppies under 16 weeks being groomed must have up-to-date vaccinations, not including rabies.

Dogs:

- Rabies: 1 or 3 year
- DHLPP: 1 year
- Bordetella: every 12 months (at least 72 hours prior to arrival for injectables, 48 hours for nasal spray)

Health:

- All Pet Guests must have been in good health for the past 30 days prior to their arrival.
- All Pet Guests **must** be on a monthly flea and tick preventative schedule.
- If fleas or ticks are found on any pet, we will administer a flea bath or capstar pill.
- Any Pet Guests that require specialized attention and/or care are welcome. Please discuss your pet's needs with our Front Desk to make sure that we can properly provide the care your pet needs.
- Any guest that may have been involved in any previous type of altercation may be overly aggressive or defensive in a group play situation, leaving them susceptible to injuring themselves or other guests. If your pet has recently, or ever, been in a scuffle or fight, please let the staff know so that they can be observant of all dog behavior. All guests will be required to pass our temperament test and may be denied group play time at our discretion.

Daycare:

- All Pet Guests must be at least 4 months of age to participate in Daycare or Boarding.
- At 6 months of age, all puppies **MUST** be spayed or neutered to continue participating in Daycare, otherwise they will not be allowed to play in the daycare activities.
- All dogs must complete an evaluation to determine temperament, play style and mannerisms. There is no charge for this initial evaluation.

Personal Pet Belongings:

- CF Grooming provides all of our Boarding Pet Guests with everything needed for a luxurious, comfortable and relaxing stay, aside from food. All owner's **MUST** bring your pet's food when staying overnight.
- You are welcome to bring a t-shirt, extra blanket, etc. with your pet, as well as other belongings that might make their stay more comfortable.

Pre-Paid Packages:

- Pre-paid Packages can only be used for the services for which they were purchased.
- Pre-Paid Packages can be combined with family discounts.
- Pre-paid packages expire 12 months from the date of purchase.
- Additional Pet Guests, of the same household, are welcome to share in all pre-paid packages.
- Pre-paid packages are non-refundable and have no cash value.