



Happy Tails begin at Dressed to Impress!

Policies and Procedures

- We use ONLY the highest quality, all-natural products that focus on the skin, coat and overall health of the dogs in our care.
- Our grooming equipment is always disinfected between each dog and then sanitized thoroughly with the use of a U.V. sterilizer.
- All services are performed in a calm quiet setting. We schedule appointments to ensure as few other dogs present as possible! Every dog deserves some one on one time!! The use of aromatherapy and soothing music contribute to your dog's relaxation and emotional balance during his pampering session.
- We NEVER use cage-drying with our four-legged patrons. We know the dangers associated with this practice, and the fear and anxiety it can create. All drying is done hands-on, with the best drying equipment available. Our method of drying enhances your pet's circulation, removes old undercoat, and leaves the coat healthy, shiny and soft. This method provides the best possible finish.
- Appointments are scheduled at the time the grooming will begin to prevent any unnecessary crating prior to the grooming process. We prefer not to crate any dogs that are visiting for spa services (although sometimes, it cannot be avoided). We request that you schedule your dog's spa appointment on a day that you will be available to drop off and pick up your fur baby in a prompt fashion. Dogs prefer to be in their own homes with their own families, not waiting around all day at the groomers, no matter how nice it is!
- All canine patrons are sent home with a health report card. This allows our staff to point out any concerns we may have noticed during our treatments (such as eye or ear problems, hot spots, growths, soreness/tenderness, etc.) It also gives you a written record of our findings which you can take to your veterinarian for his opinion and/or treatment.
- We do not just shave down every pet that comes into our spa. Dematting is always done automatically. We strive to save as much coat as possible without causing pain or discomfort to your dog. We also take into consideration how much coat can be easily maintained by the family. Shave downs are a last resort during a spa visit.
- Sedation will NEVER happen at Dressed to Impress. We believe that grooming should be a pleasant experience for every dog, and that sedation for grooming is almost always unnecessary. Through the use of behavior modification techniques, we are able to work with animals that previously required sedation for their grooming sessions.
- Payment in full is expected at the time of treatment. We accept cash and personal checks, but regret that a \$50 returned check fee will apply if it bounces.