

Mountain Tails Drop-Off ,Pick Up & Kennel Policy

Client Name: _____

Pet: _____

Because our facility opens directly into the grooming area, we do not offer a waiting area for pet parents. We ask that you drop your pup no more than 15 minutes prior to appointment time. We will text you when close to completion of groom and ask that you pick up within an hour of the notification (anxious/barky dogs sooner!) **Due to the nature of our work, appointment schedules can vary. Please keep this in mind when booking your appointment.**

If you do need extended time for pick up or early drop off, please let us know in advance and we will do our best to accommodate.

BEFORE COMING TO THE DOOR, TEXT 720-939-2628 WHEN YOU ARRIVE FOR DROP OFFS AND PICK UPS. WE WILL SEND A "READY" TEXT WHEN PUPS ARE SECURE AND WE ARE READY FOR YOU. SECURE COLLAR AND LEASH REQUIRED.

Please refrain from coming in to the shop or "peek" in the windows. Your pup gets super excited when they see, or sense you! We may not be able to complete the groom if we cannot settle them down. Thank you for your cooperation.

For the safety of your pets, clients and staff, dogs will be kenneled when they are not being tended to in the tub or on the grooming table. Please sign here to consent to your dog being kenneled:

I _____ (your name) consent to my dog _____ being kenneled at any time during their stay at Mountain Tails.

Signature & Date: _____

De-Matting Policy

I understand that Mountain Tails Grooming puts my pet's safety and comfort above all else. In the event that my dog's coat is tightly matted, we will opt to clip/shave matts out/spot shave as this is the safest solution. If the coat has significant matting throughout the body, a complete shave down will be necessary. When de-matting is a safe option, additional fees apply as stated on price list. I understand that nicks and skin irritation can occur when working with close to the skin. If matting is deemed too extensive to work through, we will discontinue the groom and advise veterinary care.

I have read and agree to Mountain Tails De-Matting Policy.

Signature & Date: _____

Groom Adjustments: We make a genuine effort to give your pet the style you desire! Please be clear with haircut preferences & bring photos to refer to at drop off for the best results keeping in mind your dog's coat and behavior play a role in the finished groom. Any reasonable adjustments (head/ears/tail shorter, muzzle tighter) need to be addressed at pick up or no later than 24 hours after. A new appointment will need to be made for any request past the 24 hour time period.