

FAQ

Do you offer just baths? Well, yes and no. We offer baths for all dogs, but some dogs, like Golden Retrievers and Labs, get more than just a bath when we do them in our shop. Every bath gets thoroughly brushed out, nails trimmed, ears cleaned and shedding treatments done as needed.

How young can a puppy start grooming? In order to make your puppy accept grooming faster and easier, the best time to begin grooming is when the puppy has had his or her second set of shots. We have a sheet available on puppy grooming you can access at the new client intake area of this web site.

Do you do flea dips? NO. We do not dip dogs for fleas. Dips are toxic and hazardous to our health and the health of your pet. We do offer flea baths with safe products. We also use Capstar. Any pet that arrives with Fleas will have whatever treatment is deemed necessary to remove the fleas to make the pet more comfortable and to protect the other pets in our care.

Do you require vaccination records? We require Rabies only. It is up to you to have the coverage you feel comfortable with. You and your vet make those decisions.

In the event of a bite, proof of rabies will be required (certificates only, not tags) and the bite will be reported to the rabies control office per KY state law.

Do you use heated cage dryers? NO we do not use heated dryers in cages. We do use cage dryers to help speed up the drying process for those dogs who dislike the hand drying or those that will take excessive time to dry using our hand dryers. The dryers we use have no heating elements. The room gets warm from the air being pulled over the motors of the fans we use, but the temperature is controlled to a safe 75 degrees. The only heated dryer we have is a hand held dryer we use to touch up ears, eyebrows and heads. It is a regular human hair dryer.

May I bring my own shampoo? Yes you may, but with our top of the line products, it is almost guaranteed you will get a better result if you let us pick the product we feel is best suited for your pet. We do reserve the right to refuse to use a product that is dangerous, toxic to us, or is one we feel can make our jobs more difficult. We will explain this to you when you arrive. If you have any questions, call Karrie. We welcome you to bring in your medically prescribed shampoos.

We will allow some drop offs before the shop opens with prior approval

Pickups AFTER closing will be assessed a late fee of \$1 dollar a minute after the first 5 minutes and boarding fees apply after 5:45 during the week and 1:15 on Saturday.