

10166 S Hudson Rd, Hudson, IA 50643

## **GROOMING GUIDELINES**

**Drop Off Hours Monday – Friday 7:30 am – 9:30 am**

**\*\*Early drop off. Do you need to arrive by 6:30 am? Give us 24 hours' notice, and we'll have a team member ready for a \$10 early-bird fee.**

We know it's an anxious moment when you drop off your beloved 4-legged family member for a stay away from home. We're here to help organize your first visit and put your mind at rest. We hope the following information is helpful to you. It covers some of our most frequently asked questions, but please always feel free to contact our office by phone or email with any other questions you might have! We also welcome you to stop by for a tour at any time during our regular business hours, Monday through Saturday.

### **OVERVIEW**

Make your dog the envy of the neighborhood with our professional Spa Grooming services. You can rest assured knowing that your dog is in capable hands and will be given professional and compassionate care during their spa day with us.

## **GROOMING**

**Buck's Kennels Grooming Services offers full-service pet grooming and bathing. Drop your pet off to get groomed or bathed. You may schedule grooming while your dog is staying in our kennels or Daycare.**

## **SERVICES**

**Spa Day includes bath and brush, ear pluck and cleaning, nail trim and file, anal gland expression if needed (does not include haircut).**

**PLEASE NOTE: Grooming pricing is approximate – your total is dependent on breed, coat condition, cut, behavior, etc. - Call for details.**

**Our grooming services include: a massaging bath, coat conditioning, a haircut tailored to your specifications, a full brush out, nail trim and Dremel file, ear cleaning, anal gland expression, and teeth brushing. Our services are available Monday through Friday, by appointment only. Schedule your groom on our site, contact our Groomer directly, or email and we would be happy to give you a quote for your pup's groom.**

## **TIPS AND REMINDERS**

**Drop off for grooming is from 7:30 am – 9:30 am, and pick-up times vary from 12:30 to 5:00 pm, and the groomer will contact you once your pet is ready for pick up.**

**\*\*Early drop off. Do you need to arrive by 6:30 am? Give us 24 hours' notice, and we'll have a team member ready for a \$10 early-bird fee.**

**\*\* If FLEAS are seen, your pet will automatically be treated for an additional charge of \$15.**

## **GROOMING CANCELLATION POLICY**

**Clients will be charged the full amount of the groom for the following:**

**Cancellations within 24 hours of appointment start time, no shows to grooming appointments, cancellations made the day of the groom.**

**Cancellations within 24-48 hours of appointment start time will incur a \$30 cancellation fee.**

**Will your pooch be spending the full day with us while you work? Check out our page for other services they can enjoy during their grooming!**

**New puppy? We LOVE puppies. It is important to start grooming exposure at a young age. We recommend puppies visit our groom team for the first time around 4 months of age. They may not need a haircut yet, but it is a great time for them to be exposed to the bathing system, hear the clippers, practice having their paws handled, and SO much more. This will help make grooming a positive experience that they can be confident in as they grow!**

## FORMS

Please have the following forms completed and signed before arrival. All forms and agreements can be found on your customer portal.

Pet Profile

Service Agreement

## VACCINATIONS

All pets must have the required vaccinations for grooming services. We require proof of vaccinations for all pets, and for a quicker check-in, we do recommend providing these to us ahead of time. Copies of vaccine records can be emailed to our office by either you or your veterinarian. Records can be emailed to [info@buckskenels.com](mailto:info@buckskenels.com).

## VACCINE REQUIREMENTS ARE AS FOLLOWS

-DHLPP (Distemper)

-Rabies

-Bordetella: (oral or injectable) must be administered at least 72 hours before your pet's arrival. The Bordetella nasal vaccination must be administered at least 48 hours before arrival.

A current vaccination record must be uploaded onto your customer Gingr portal, <https://buckskenels.portal.gingrapp.com/gingr>, with \*\*invite code 302700 to easily find your facility on the Gingr for Pet Parents mobile app. You can also email records to [BucksKennels10166@gmail.com](mailto:BucksKennels10166@gmail.com), or brought into the Kennel before your reservation. It must always be kept current for your pet to receive care. Vaccination records can be obtained from your veterinarian and emailed to [BucksKennels10166@gmail.com](mailto:BucksKennels10166@gmail.com).

Buck's Kennels reserves the right to refuse to accept a guest if it appears to us that the guest is sick, shows the presence of fleas, or their behavior could jeopardize the health and safety of other guests and our staff. Guests showing symptoms of diarrhea, vomiting, coughing, and/or sneezing will not be accepted into Buck's Kennels. These symptoms may easily spread to other guests. If your pet has any of these, please contact your veterinarian for treatment and keep your pet at home until they feel better. If symptoms are noticed during the stay, we will put them in a quarantine room with a bed, and owners will be contacted immediately for pickup.

## SAFETY

Please bring your pet in on a non-retractable leash. Please discourage your pet from interacting with other pets in the lobby.

## VACCINATION RECORDS

If we do not already have your most current vaccination records, you are required by Iowa law to provide us with your pet's vaccination records for Bordetella, Distemper, Parvo, and Rabies, with your pet's information and the veterinarian's information.

## RESERVATIONS

To ensure all guests receive the most during their stay, reservations are required. All reservations can be made on our website through our Gingr app for your convenience or by phone during lobby hours and by email at [BucksKennel10166@gmail.com](mailto:BucksKennel10166@gmail.com).

Customer Gingr portal, <https://buckskennels.portal.gingrapp.com/gingr>, with **\*\*invite code 302700** to easily find your facility on the Gingr for Pet Parents mobile app

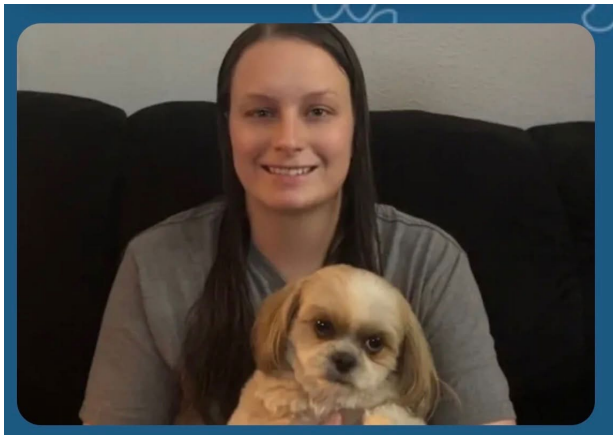
## GROOMING CANCELLATION POLICY

Groomers' wages are commission-based. If you do not show up for your appointment or cancel at the last minute, not only do we lose out on fitting in with another customer, but the groomer loses income.

No shows make it nearly impossible for us to fill a time slot with another customer. You must cancel your appointment 7 days in advance, or you will be charged for the service you signed up for that day.

If you do not show up twice, you will be required to put down a non-refundable deposit for 50% of the base service before rescheduling.

## Meet Our Groomers:



### Alannah Ruch

Hi, I'm Alannah, the groomer here at Buck's Kennels. I've been grooming since 2013 and have experience working with dogs of all breeds and sizes. I truly love what I do and take pride in making every pup look and feel their best.

I look forward to pampering your furry friend!



**At Buck's Kennels, our goal is to ensure that your pet enjoys his or her time away as much as you do, as we are committed to taking care of your pet like they were our own! We promise to demonstrate the principles of respect, understanding, compassion, empathy, fairness, and service in our role as your pet's caretaker. We love our guests, and it shows in everything we do!**

**If you have more questions, please visit our [Contact Us](#) page. We look forward to hearing from you!**