

Furvana's Policies

- For human and pet safety, we require current rabies vaccination information (Metro rabies paper certificate or print out from vet, NOT TAGS) for all pets over 4 months of age within our facility during any grooming services. If your puppy is under 4 months, please have them current on all puppy vaccinations prior to their first visit. We sanitize all equipment between pets, but do not wish to risk your puppy's health.

- Puppies: We try to book puppies for grooming either first thing in the morning or late afternoon if possible. This ensures the least activity in the salon during their stay to reduce stress or distractions during their visit. We do our best to provide puppies with a positive experience their first visits to ensure they are comfortable and happy with the grooming process as they grow up.

- Late drop offs, last minute cancellations, and no shows:

Due to the way in which we schedule our appointments for each pet, if you are more than 15 minutes late for your appointment, you may need to be rescheduled to another time or day. We try to ensure that each pet receives a personalized, stress free visit, and when you are late for your appointment, it causes a back up throughout the day, which does not allow for the other pets that day to receive their usual amount of time, and can also cause the groomer to be late beginning on all pets after your appointment that day.

Cancelling your appointment same day, or not showing up to your appointment more than 3 times may result in an additional fee the next time you return for grooming. It is very important that you give at least 24 hours notice so that we may allow another pet the chance to be seen for an appointment.

- We schedule grooming appointments one on one, which means your pet is the only one being groomed at that time. Due to late drop offs, or unforeseen conditions on some pets when they are dropped off, there can occasionally be a short wait time prior to starting if any appointments happen to overlap, but we do our best to book accordingly for each pet's grooming needs. Your pet will be started as soon as possible and worked with straight through. We will give you a call to let you know your baby is ready as soon as services are completed.

- **For your pet, and other pets' safety, please keep your pet on leash at all times on the property, and in the lobby.**

- To ensure the safety of your pet, staff will not take any pets outdoors for any reason during their stay. We request that you allow your pet the opportunity to potty before dropping off for your appointment, as they can become very anxious during the grooming process if they need a potty break.

- If fleas are seen on your pet during their grooming, it will be mandatory to perform a flea bath to prevent fleas from spreading to other pets within the facility.