

Did You Know:

Puppies have 2 fear periods when socialization is crucial.

-The first one is between 4-14 weeks
(appointments are recommended as early as 6-8 weeks)

-The second one is between 7-10 months

-Your puppy should see us once a month to build trust and confidence with the grooming process

-Socialization is “vaccinating” for future behavior concerns.

-We want to build confidence and trust therefore the first few appointments will be about building calm and relaxed behavior, and not focused on the haircut.

-We want to start early enough so that a haircut is not a necessity at the first visit and we can focus on the puppy and their happiness.

-When socializing your puppy, its important not to overwhelm them and to keep them confident and happy.



Did You Know:

We Offer A Spa Experience For Our Fur Clients

-We don't just sell haircuts, we sell a calming and relaxing experience for our fur clients. When they are relaxed, the beautiful haircuts are achieved. We use pheromones and music to promote a calming and relaxed atmosphere as well as gentle handling to promote trust building and a happy experience.

-The groomer touches your pet on their entire body, from nose to tail, during their groom. Eyes, nose, mouth, ears, body, legs, toes, in between toes, nails, tail, anus, sanitary, everywhere. This type of handling is not normal for your pet so if your pet gets anxious or overwhelmed, we stop and calm them down to make sure they are comfortable.

-Sometimes this means the haircut is not the prettiest but your baby will be relaxed and comfortable and we can build trust for the future which means prettier haircuts. It is our responsibility to stop the groom if we have a safety concern that needs to be addressed so we do not injure your fur baby. A cute haircut is not worth an injured pet. This is why we foster a relaxing and calming spa type of experience.

-Your fur baby will be groomed for the next 15 years of their life so it is important to foster a calm and comfortable experience related to grooming so the pet enjoys coming. Sometimes this can take a few appointments focusing on calming behavior vs. a pretty haircut, but it will be worth it for their future experiences. This also helps with other challenging appointments such as vet appointments or even at home handling for medication, brushing, etc.

-We want to create a safe experience for your pets. Therefore we strive to train our fur clients to be calm, comfortable and cooperative during their groom which fosters a relaxing spa experience for all of our fur clients. When we have a behavior concern, it becomes a safety concern and we want all of our fur clients to be safe.

-Your pet is asked to stand and be as still as possible while touching their entire body for 30-60 minutes at a time which can be challenging for them. That's why we make sure to take lots of breaks so they are comfortable each time we handle them.

-If we are asked to continue a groom, even though the pet is uncomfortable or wiggly, we run the risk of accidentally injuring your pet with our sharp tools or creating a fear of the grooming process. We like to think of it as if our fur clients could rate their experience with us. Would it be a 1 because they were afraid and uncomfortable or would it be a 5 because we paid attention to their experience and gave the best haircut we could while also keeping them comfortable.

-I like to compare it to one of our human spa experiences, a massage. We know sometimes it can become uncomfortable during our massage if they hit a tight or sore muscle. We are still comfortable going because we know if we ask the masseuse to become gentler or stop, then they will. For our pets, we want to listen to them when they become uncomfortable. We are trained in dog behavior so that we know how to communicate with them while grooming through body language. When they become uncomfortable, it is important we listen and become gentler. When they become fearful, it is important we stop.

We want the absolute best for your fur babies!