

FAQs

How Long Does the Grooming Take?

The amount of time required for each pet grooming appointment can vary based on breed and service. On average, it takes anywhere from 1 1/2 to 2 hours for a complete grooming appointment

What Methods of Payment Do You Accept?

Paw Zone accepts cash, check, and credit cards.

Online invoice and payment on the phone are also available.

What Is Your Action Plan for Coronavirus?

Due to COVID-19, we have included new practices to keep you and your pets safe.

- Social distancing will be kept at all times
- Groomers will wear a face mask
- No groomers will go into the home of any of our clients
- Groomers have been informed to wash their hands before and after your pet(s) is picked
- All cell phones or tablets used for payment processing must be wiped out.
- The grooming area inside the van will be properly sanitized after grooming every pet.

What is your cancellation policy?

We work hard to turn your pet into a Beauty. Scheduled appointments are reserved specifically for you. Last-minute cancellations make it very difficult for us to provide that preferential service for every customer, so we require a 48-hour cancellation notice.

Can I Be on The Truck During the Grooming?

In our experience, this is usually not a good idea. You are your dog's favorite person, so when you are present during grooming, your dog will be focused on you and not on sitting still for or cooperating with the service. There may be some occasions where the dog's owner will be called upon to help calm or hold the dog during certain parts of the service, but generally the grooming should be a one-on-one experience between the dog and the groomer.

Do You Groom Dogs with Behavioral Issues or Medical Conditions?

It is our policy at Paw Zone not to accept dogs that have a history of medical condition or any behavioral issue. However, we may agree to attempt a groom if we feel we can safely control the risks. Please understand that if we agree to attempt a groom and are unable to do so, you will still be charged the full fee.

Do You Need Electricity and Water?

The grooming vans by Paw Zone are self-powered and contain their own warm water and power source (batteries). Hooking up our cable cord to your electricity may only be necessary if your pet weighs over forty pounds or you had two or more pets.

How Often Is Suggested to Groom Pets?

On average, dogs should be groomed every four to six weeks, cats every 6 to 8 weeks. Of course, this depends on the owner's ability to do daily brush outs. It also depends on your pet's breed, coat, and how often your dog/cat is outside. You may want your dog to be groomed on a tighter schedule to keep their cuts crisp.

Do I Have to Be Home for You to Groom My Pet?

For the first or second time, yes. When both your pet and the groomer feel comfortable with each other, we can plan for grooming to be done without your presence.

Is Mobile Grooming More Expensive?

Mobile grooming offers so many advantages to you and your pup, but it does cost a bit more than getting your dog groomed in a traditional shop. Since mobile grooming offers personalized, one-on-one service, we can only work on one dog at a time and service a limited number of dogs in one day. Mobile grooming is not a high-volume business,

rather it is a premium service designed to reduce the stress of grooming on your dog and to be a convenience and time-saver for you.

Do My Pets Need to Be Vaccinated?

Yes, we need proof of rabies vaccination. In order to maintain a safe environment, it is our policy that dogs must be current on their rabies, distemper and Bordetella (kennel cough) vaccinations. You should schedule vaccinations at least 48 hours prior to your grooming appointment. The waiting period helps to ensure your pet isn't sore at the injection site, which can cause irritability or lethargy. We will accept a letter from your veterinarian exempting your dog from one or all the vaccinations.

Let Us Know If You Have Any Other Question 