

Booking

We try to be flexible in arranging a grooming appointment for your dog. You can register for us to give you a call, text or email when your next grooming appointment is due to be arranged if you didn't make one at the last groom.

Making a booking:

Call, Text, Email or Book Online via our website—in any message please let us know what day or time of day you prefer.

We do have other dogs on the premises and often in the grooming salon but if your dog needs individual space then we can cater for that too—just let us know when booking.

Cancelling or changing a booking:

We understand that life doesn't always go according to plan so we ask that if you cannot make your appointment that you let us know as soon as possible. We don't charge for missed appointments but it does cost us & we could possibly fill the time with a waiting list client.

On a lighter note:

Top 10 Reasons why it may cost more to get your dog groomed than your own hair cut:

- 10 Your hairdresser doesn't wash and clean your rear end.
- 9 You don't go 8 weeks without washing or brushing your hair.
- 8 Your hairdresser doesn't give you a sanitary trim.
- 7 Your hairdresser doesn't clean your ears.
- 6 Your hairdresser doesn't clean the gunk from your eyes.
- 5 You sit still for your hairdresser.
- 4 Your haircut doesn't include a manicure or pedicure.
- 3 Your hairdresser only washes and cuts the hair on your head.
- 2 You don't bite or scratch your hairdresser.
- 1 The likelihood of you pooping on your hairdresser is pretty slim.

By leaving your dog with us to be groomed you are agreeing to our Terms & Conditions which can be found on our premises or on our website.

ITS THE DOGS

for the wellness of your dog

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ITS THE DOGS

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Grooming

How it works



GROOMING
TRAINING
DAYCARE
WELLNESS

GROOMING At Its The Dogs

Do dogs like being groomed?

Most dogs love being pampered and the attention that goes with great treatment; experience shows that they also enjoy being clean and without knots. And for us it is a joy to groom a dog that loves it.

Let us help you to help your dog enjoy the process of grooming, bring them at a very early age even just for an introduction, and we can also advise you on techniques and equipment that will help them enjoy the process for life. We also sell many grooming items in our shop.

Did you know that your dog will read your happy thoughts (as well as your worried ones); so you can help too by being showing your dog that you are happy and confident in bringing them to us.

What happens when you arrive

We will come out and greet you and your dog, give a quick assessment of your dog's coat condition and listen to your wishes for how you would like your dog's coat to look. We can then discuss and advise whether we think the requirements are achievable and make suggestions that will help you decide.

We will then give you a time that your dog will be ready for pick up; if you are unable to be back for that time please let us know.

Please ensure that before grooming you inform us of any health or relevant behaviour issues that your pet may have.

As grooming practitioners we do as much as possible to produce the required groom. Sometimes the groom reveals knots that cannot be brushed or combed out (referred to as matting), and that cause discomfort and/or skin problems for your dog. We groom with the welfare and comfort of your dog first and foremost but will discuss anything with you should any groom need to be drastically different from your expectations. If a dog is not a fan of being brushed/combed then going short may be the best option for their welfare and comfort.

We will inform you of any skin or body anomalies we find.

Can you stay?

In some circumstances we are happy for you to stay and we have a waiting area too; but it is often easier on your dog if you leave them with us. From our own experiences we know how it feels to leave our beloved dog with others; for us it is important to ensure that the dogs enjoy the grooming process for life so we do everything to make sure your dog is happy being groomed.

We take good care of all our animals and our premises are designed to provide a caring, safe and healthy environment for your pet.

Terminology

As grooming practitioners we have our own terminology but as there are many interpretations we will try to use general terms in order to discuss the groom you are looking for. We have a length guide available which gives us a better idea of what your requirements are for dogs that are clipped.

Our grooming process

1. A clean dry coat is the ideal starting point for a great groom (especially if your dog is to be kept long) so we usually bath your dog first.
2. Your dog is then hand dried using a variety of equipment to suit their coat and keep them comfortable.
3. Any styling, clipping, de-matting is then completed while your dog is on one of our grooming tables.
4. Once complete your dog can choose to sit or move freely around our salon and garden area while waiting for you to pick them up.

How often should your dog be groomed

This depends on how often you brush & comb your dog and what length you wish to keep your dog's coat. To keep longer coats tidy and not matted we recommend every 6-8 weeks. If you are happy with a very short cut then every 3-4 months is fine as long as the coat is brushed and combed regularly.

Matted hair on long dogs

Matted hair often happens when dogs have been damp and then not brushed or combed through when dry. The hair rubs against the skin and forms a knotty area which can then get tighter and bigger. It is uncomfortable for the dog and can cause skin irritations and sores. Once a dog is tightly matted it is a near impossible task to try and brush or comb it out (think combing out human dreadlocks). Regular grooming helps prevent large mats from forming.

Equipment & Shampoos

Using high quality professional equipment specially de-

signed with the dogs comfort in mind ensures that the process is as quick and comfortable as possible. We do use comfortable grooming restraints (if needed) while the dog is on the table to ensure that the dog is safe while we work with them.

A variety of brushes, combs, scissors and other grooming equipment is used in accordance with best practice for your dogs hair type and groom.

We use high quality shampoos that have been designed with your dog's coat and skin in mind. If you would like a special shampoo then we can usually accommodate this for a small charge. Alternatively we are happy to use a shampoo that you supply.

What we offer

Our full grooming service includes bath, dry, brush/comb through, styling and trimming, clipping or hand stripping; nails are clipped and ears cleaned if necessary. We can do breed specific trims or bespoke grooms.

We also offer extra services like anal gland expression; teeth cleaning, tick or seed removal.

Maintenance grooms can also be arranged for in between the full groom. And bring your dog in anytime if their nails need clipping.

What it takes to be a groomer

Grooming is a fun and rewarding job with many challenges, including being physically demanding.

As a professional grooming practitioners we know how important it is to be calm, patient and gentle while also working towards making your dog comfortable in their coat.

We have techniques which ensure that even the grumpiest dog can be effectively groomed and eventually learn to tolerate if not actually enjoy the process. We will learn how your dog prefers being pampered and what techniques they love best—each dog is individually catered for.

Some facts

- Healthy hair always grows back (approximately 1cm per month) including for double coated dogs. Terrier hair will soften if clipped rather than hand-stripped.
- If you are happy when bringing your dog, your dog will be happy coming along and staying.
- Dogs may sometimes act like they don't want you to leave them, but when you do they trot happily along with us; and they happily settle into being groomed.