# **K9 Design Grooming Updated Covid-19 Policies and Procedures**

These policies go into place immediately until further notice

**Drop off-**  Curbside service only. The lobby will be locked at all times and only employees will be allowed in the building. **If you feel sick in any way, or a member of your household is sick, please reschedule your appointment**!

\*When you arrive, a masked member of our staff will be out shortly to take your dog from your car. **PLEASE WEAR A MASK or FACE COVERING.** We will be coming within 6’ contact with you when we take your dog which is against CDC guidelines. We feel curbside acquisition of your dog is the safest way for all involved. Please do your part in keeping our staff safe and healthy. If no one comes out within a few minutes, kindly call the salon at **(401)461-1505 or text at (401)307-1148** and we will be out shortly.

\*You will be handed an envelope with your dog’s name on it. Please keep this envelope for payment upon pickup. We will go over grooming instructions, and confirm the number to call when your dog is completed. Please understand that as much as we've missed all our clients, we cannot stay outside and chat. We will have plenty of time to catch up in the future!

\*If your dog is knotted and tangled, they may be taken down shorter than usual. Not only is dematting painful for your dog, we simply do not have enough time to dematt 8-15 dogs a day. We all love the dogs long and fluffy, but for the best interest of your dog and your groomer’s time, it may be the best solution. If you have any concerns about this, please reach out to a staff member. **If this is not ok with you, please let us know ASAP so that we may accommodate another client**.

\*Your pup may be with us longer than usual. This will be due to the updated sanitation and extra safety measures we will be taking, as well as the overall amount of dogs needing appointments. PLEASE BE PATIENT WITH US.

**Pick Up-** When your dog is completed, you will be receiving a call or text from us. We will inform you of your total bill. If you would like to make a follow up appointment, please do so at that time. \*Please plan to pick up your dog immediately.\*

\*For the time being, we will accept **checks and exact cash ONLY**. No change will be given. Please place your cash or check in the envelope with your dog’s name on it that was provided at dropoff. If you would like to leave your groomer a tip, you may leave it in there as well. Please don’t hand any cash to us unless it is in the envelope.

We are greatly appreciative of all of you for allowing us the pleasure of being your dog’s groomer. It is truly an honor to be chosen, and trusted.