# Comb in Hand -Mobile Dog Grooming FAQS

**Q: Is my home location suitable for getting my dog groomed?**
A: I will require adjacent roadside parking or a driveway that can fit a long wheel based vehicle.
Whilst grooming it is essential for me to plug into a standard power supply (13v). This can be done through an outside plug, a window into the house or via a garage

**Q. My dog has never been to the groomers before…** – Can you groom him/her?
A: I can meet with you dog and potentially carry out a full groom subject to behaviour. Owners are encouraged to introduce dogs and puppies with 'intros to grooming' between the ages of 3-5 months. If a dog displays undue signs of stress or aggression I will discontinue a groom where appropriate.

**Q. Can I be present during the dog groom?**
A: Ideally no, as owners often distract the dog and increase their pets anxiety. Sometimes an owner can stay if it doesn't distract or helps the dog where applicable.

Q: **How long does a Full groom take?**
A: Typically around two hours but this depends on the breed and coat condition. Always ask first if in doubt.

Q: **Will you muzzle my dog if necessary?**
A: I carry a few options of muzzle if needed but I much prefer to use a muzzle provided by the owner if possible? Muzzles are only used if other reward based techniques are not effective and cannot be used on a dog showing discomfort due to being muzzled. Please give advance notice if your dog requires a muzzle at any stage of grooming.

Q**: What payments do you accept?**
A: I accept cash, card and bank transfer. Please be aware that I am limited to how much change I can carry.

**Q. What is your cancellation Policy?**

A: I require at least 48 hrs notice to avoid the cost of the full groom being charged if a cancellation is being made. Please notify me with a phone call not a text or whatsapp message.

**Q. What are your Terms and conditions?**
A: This is viewable at the bottom of my website on the green footer