

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 3 hours for a complete grooming appointment

Please contact us immediately if your pet presents one of the following?

- Aggressive behavior
- Overdue or matted coat
- Medical Condition
- Fleas/ticks

We are not prepared to safely handle pets under certain conditions; please check with the groomer before the appointment day.

My dog doesn't like certain parts of the grooming process, such as nail trimming or the dryer. Can you still groom my dog?

We understand that some dogs may have aversions to certain parts of the grooming process. It is crucial to disclose any such aversions or behavioral issues prior to the appointment. If a groomer agrees to proceed despite these issues, it will be at the owner's responsibility in case of injury. Additionally, if the groomer determines that it is unsafe to continue, they will skip that part of the process and the full payment will still be collected. For the safety and comfort of your pet, we recommend reconsidering using our service if your dog has significant issues with grooming.

What is the estimated time of arrival (ETA) for groomers?

Groomers may arrive within the designated time slot provided at booking, with an allowance of up to one hour after the slot's start time. Our groomers will notify you of their estimated time of arrival if any delays occur. If you require grooming at an exact time due to a busy schedule, please inform us in advance so we can make the necessary arrangements. Cancellations are required at least 48 hours before, to avoid any charges.

What Methods of Payment Do You Accept?

Paw Zone Mobile accepts cash, check, and credit cards. Payments are collected on grooming is completed.

What if my pet is matted but I don't want it to be shaved?

When pets have most of their coat matted, our groomer can only offer to cut it short as a solution.

We know that attempting to brush it out can be painful for them even though they don't always express so. That can create trauma overtime.

That's the reason for the policy. Please set your expectations accordingly. If you insist otherwise, please understand we may not be the best fit 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 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.

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 **no one else than the groomer** is allowed inside the van

Do You Groom Dogs with Behavioral Issues or Medical Conditions?

It is our policy at Paw Zone Mobile not to accept dogs that have a history of medical condition or any behavioral issue.

Do You Need Electricity and Water?

Our grooming vans are fully contained – water and electricity.

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 pet, but it does cost more than getting your dog or cat groomed in a traditional shop. Since mobile grooming offers personalized, one-on-one service, we can only work on one pet at a time and service a limited number of them 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 furry child and to be a convenience and time-saver for y

Let Us Know If You Have Any Other Question 😊