

Pick Up Policy

You will receive a completion call &/or text when your dog is ready for pick-up

- Provide us with a second contact if someone else is picking up your pup

You have 2 hours to pick-up from the time we reach out

- Example:
8am Drop off your pup for their appointment
10am Pick up message sent by Scruff to Fluff
12pm in order to avoid a late pick up fee.

Scruff to Fluff is a grooming facility only and does not provide day-care amenities

- In order to prevent the spread of bacteria and viruses, we do not offer meal service, outdoor time, elimination walks, or toy time. This also creates a safer grooming environment for your pup by minimizing resource guarding between dogs.
- Our goal is to make the grooming process as stress-free for your dog as possible, so letting them get back home to relax after their spa treatment as quickly as you can will help create a positive experience for your dog.
- As per health code and work safety recommendations, we cannot offer beds to our dogs waiting to go home. For your dog's comfort, a prompt pick-up is best.

Thank you

Scruff to Fluff

Revised March 2018