

Q&A:

Why is mobile grooming more expensive than a salon?

Mobile grooming is a luxury service. The salon comes to your location and once your pet enters the mobile rig he or she is in your groomer's hands throughout the entire process. Your pet is not waiting for anything and does not endure the stress of sitting in a kennel waiting its "turn" surrounded by other pets. In addition, we include several services that are considered to be add-ons and upgrades at a salon. We do not charge by itemizing services, but instead by the time spent grooming your pet, with the exception of products like mud masks, creative color, etc.

Why do you charge by the hour instead of by the size of my pet or by its breed?

I cater to each pet individually; each has its own individual personality and grooming requirements.

How can I be sure that a mobile groomer will groom my pet faster than at a salon? It always takes at least 4 hours to groom my pet at the salon.

At a salon, there are many other things going on that are a distraction to both the groomer and the pet, which increase the time it takes to groom. In addition, for a salon to meet its operating costs, each groomer or bather usually have several dogs on their schedule at the same time. This means that your dog will be sitting in a kennel or pen waiting for its turn in between grooming steps: such as being dried by a kennel dryer/fan while its kennel neighbor is being bathed or getting its hair styled. In the grooming rig, your pet never leaves the groomer's hands. It is completely hand dried, and there are no distractions such as other pets, other employees, or other clients, taking their attention away from your pet. This dramatically affects the time it takes to groom a pet.

Why do you charge a higher hourly fee for first time clients and for clients who aren't on a schedule?

As a mobile groomer, I depend upon a reliable schedule so that I can route my stops appropriately to avoid traffic, increased fuel/mileage, and loss of time that ultimately reduces the number of clients I can be of service too. In addition, I enjoy establishing a relationship with my clients, I love when pets see me at their door and they know and love me so much that they are excited to walk with me to my grooming rig, and I love getting to know my clients and their families and hearing updates on what is new in their lives. I also feel that pet parents who keep their pets on a grooming schedule should get a price-break for their loyalty and diligence.

I've heard of groomers "firing" their clients, is that for real?

Yes, if a pet owner treats the groomer poorly or repeatedly neglects to properly care for their pet and refuses the advice of the groomer, then the groomer is in the right to refuse service. This is true across the board for all groomers everywhere.

I've seen some really pretty and high-tech grooming rigs. Why do you drive a converted rig and not a factory-built one?

Operating a conversion rig currently allows me to offer my services at a lower rate. It does not diminish my skills in the least, besides I love my rig and it serves me and my clientele well for the time being.

Why can't I be in the rig while you groom my pet? Your brochure says that you then charge a "lesson fee?"

For 5 reasons:

- 1) Pets behave better if their parent is not present
- 2) I am faster without the distraction of the owner, for both me and the pet
- 3) Because of the above 2 reasons, it is safer for the pet with less risk of accident (moving target/sharp objects concept)
- 4) Sometimes owners will (with good intentions) attempt to mimic what I do and might end up accidentally injuring their pet. I love to teach people to become groomers, but one cannot learn all they need to know from watching 1 groom. It is safer this way. If you want to learn anything, just ask me and we can work something out....this leads into my next answer:
- 5) I am a professional and I have trained persons to become groomers, and I know the value of teaching them. Education is not cheap. I have worked hard and paid dearly to learn and refine what I know and I continually do so. Why would I give that away for the cost of a groom? Yes, there are people out there with ulterior motives, and yes I have already been taken advantage of. This (#5) is not in reference to those clients with good intentions (such as from #4) who just want to learn things specific to the care of their own pets.

However, sometimes there are very "special circumstances" where I will allow the owner to assist and/or will "teach" basic skills specific to their own pets.

I understand why you charge an hourly fee, but I feel that it is too high? Other small businesses only pay their employees minimum wage.

Professional Dog & Cat Grooming is a PROFESSION, not a hobby, and I am not an employee.

I am a professional groomer who owns and operates my own business, and there are operating costs associated with that. I absolutely love, love, love what I do, but at the end of the day, after my operating costs are met, I am still a regular person: I have a family, I have goals and dreams, I want my children to enjoy activities and I want them to go to college, I want my family to enjoy yearly vacations, I want to plan for retirement, I want to continue to enjoy and love my career, and I want a client-base that loves their pets and respects their groomer. Besides, my rates are not as high as they should, or even could, be.