



The Bone Adventure S'PAW INFORMATION

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Welcome to The S'Paw at The Bone Adventure! We are excited to get to know you and your dog's personal preferences and styles in our grooming department. The Bone Adventure will work with you to get your dog in tip top shape and will always keep your dog's health and wellbeing as top priority. Please review the following safety and health information to understand how the grooming department operates:

1. We care about your pet's safety and want to assure you that every precaution will be taken to provide a safe and stress-free grooming experience. Due to the intimate nature of the grooming process or a pet's tolerance level for stress, strangers, or handling, some pets can become anxious or reactive. If we determine that continuing the grooming service would present a threat to your dog's emotional or physical health, and/or the safety of groomer; we will discontinue today's service and contact you immediately.
2. Shaving or cutting of double coated dogs: This is a risk and not recommended. Permanent damage can be caused when both layers of the coat are removed. The wooly undercoat will grow back faster and thicker than normal, and the topcoat may take months or years to grow back, if ever. This can leave the skin unprotected from the sun and other environmental hazards.
3. Severely tangled or matted coats: We may have to choose humanity over vanity, and we unfortunately, may have to shave your dog. Since mats rest tightly against the skin, they often hide pre-existing conditions such as inflammation, infections, and blood circulation problems. All precautions will be taken, however, problems occasionally arise during or after grooming, such as nicks, clipper irritation and mental or physical stress. Regular brushing and grooming are recommended for your pet to avoid this condition.
4. De-shedding and extra brushing treatments (for overly grown out or seasonal changes in coats): Using de-shedding and de-matting tools could cause harm to the skin and coat. We use every precaution to remove the excess coat safely and humanely. We choose to limit each grooming and may design a process in which we can safely remove the loose coat in stages of multiple grooming sessions.
5. Removing ear hair: overly grown ear hair will need to be removed by your veterinarian. When ear hair gets too congested it causes bacteria to build up and may cause or hide infections such as yeast and other forms of bacteria. This may require prescribed medications for treatment. We can only remove a maintenance level of fur from the entrance of a healthy ear. This can be set up as a regular schedule to maintain a healthy ear.
6. Anal gland expression: We only use the external method to maintain the health of the gland. We will extract using a gentle touch and do not force the gland to express. If your dog's gland does not express with this method, they will need to see your veterinarian for other means of extraction.
7. Your pet and your time together are important to us. We strive to schedule ourselves to assure your pet is getting the best grooming experience possible. We ask that you inform us if you are unable to make it to your scheduled appointment so we can give another furry friend an appointment in your absence.
8. In the case that you are unhappy with our service, please let us know immediately. We ask that you look over your pet at pick up and in the case that you do not see something immediately, we ask that you let us know within 24 hours of service. We strive to make our clients and furry friends happy and would like to think we are part of the team. Personal requests will be noted, and changes can be made to customize your experience.

Bone Home

1629 Superior Avenue | Costa Mesa, CA 92627
Phone 949.650.2692 | Fax 949.650.2697

Bone Backyard

2700 Bristol Street | Costa Mesa, CA 92626
Phone 714.604.1414 | Fax 714.444.2664

Hours: 6:30am-8:00pm every day of the year