

FAQ:

1. What does SOAR mean?

SOAR is an acronym for our company's name, **Square One Animal Retreat**. We also use SOAR as our motivator, how we should always rise and maintain heights when providing services.

2. Where are you located?

In Oxon Hill in **the neighborhood that's attached or behind Oxon Hill High School**. Exact address is given once vaccinations are submitted.

3. What is your GOFUNDME for?

Our gofundme is to **help our company obtain supplies and equipment to provide the most efficient and safe service**. It can also **help with achieving our long term goal of becoming a nonprofit rescue, rehabilitation, and rehome center**. While still being the only African American woman ran one stop shop for all animal needs at a reasonable price.

4. How long have you been operating?

SOAR has been operating part time for the past three (3) years. However, now we have been running full time for the last **nine (9) months**.

5. How long have you been servicing animals?

6. Collectively we have **over 20 years** of experience in animal care. Check our About Me for more information on our journey and goals.

7. How old are you?

Danielle is 29 and Bianca is 26. This company started as an idea back in 2019. With knowhow from multiple years prior, we decided to start part time when we were 26 and 23 years old.

8. Are you certified?

Yes. We've had our grooming certificates **since 2014 and 2017.** Passed administering medicine training and CPR classes, and more. Check our About Me for more information on our journey and goals.

9. Can you book appointments via Direct Message (DMs) on social media?

Our DMs are opened for **inquiries only.** To book an appointment you can contact one of our team members via text, call, email, or fill out one of our forms and have us contact you for confirmation.

10. What's the best way to contact you?

Texting a team member directly would be the best way to get a quick response. You can also call, email us at square1animalretreat@yahoo.com, or fill out a form in advance and have us contact you for confirmation.

11. What time do you open?

Each service has its own operation hours. Overall our operational window is between the hours of **7am and 8pm.**

Check our policies and services or contact one of our owners/ team members for more information.

12. Do you only service dogs?

Yes. At the moment all services are available to dogs.

Baths are available to cats and other pets, excluding livestock and farm animals. Our goal is to provide all services to all animals in the near future, including livestock and farm animals.

13. How old does my pet have to be to receive services?

The youngest we accept is **two (2) months**. Any age older than two months is still eligible to receive services regardless of their history. We believe every pet deserves a chance as long as they are **vaccinated**.

14. What is the cheapest service you offer?

Our cheapest service offered would be our **\$5 a la carte services**. Check our services or contact one of our owners/ team members for more information.

15. Do you dye their coats?

No. We have decided to NOT dye any pet's hair at this time.

16. What kind of shampoo do you use?

We use **multiple different eco-friendly and organic shampoo** for our dogs. We will use another type of shampoo for our cats and small animals.

17. How long does it take for grooming services?

Well we ask for **four (4) hours and 30 minutes for haircut** appointments and **two (2) hours and 30 minutes**

for bath appointments. However, all cases and animals are different so there will be a variety of temperaments. The environment also can play a part in timing, which is why we always make a point to contact owners 30 minutes before their pet is completely finished.

18. Do you offer training?

Basic Training. We have training knowledge and we've seen results from them. We work with your pets while they stay/visit with us, however we're not "promoting" ourselves as trainers. **Our rate for training your pet during their stay/visit is an additional \$10 charge. We do NOT offer classes or workshops at the moment.**

19. Can you board multiple pets at once?

Yes. However our space is limited, so boarding is based on a **first come first serve at this time.**

20. Do you take aggressive pets?

Short answer, **Yes.** We don't want to turn a baby away just because they are aggressive. There are multiple reasons why a pet could feel the need to protect themselves and we don't mind figuring it out here at **SOAR.**

21. Is there an additional charge for pets that are aggressive or NOT socialized?

No. There are not any additional charges for pets that are aggressive or not socialized. However, donations and gratuity is appreciated.

22. Why do I have to fill out the authorization forms?

The authorization forms are important **for team members to know exactly how to service your pet**. How quickly or slow to work with **grooming services**. When to feed and administer medications for **boarding and daycare service**. As well as other things that concern your pet's wellbeing.

23. Why don't you offer refunds?

Though refunds are the leading answer in providing customer service, we *SOAR* above the expectations of our clients. **The time our team members put in to try and give our clients what they want while still thinking about what's best for the animal deserves to be compensated**. However, situations are still rectified in the client's favor.

24. Why are you closed on Sundays?

Religiously we are closed on Sunday. We would be closed on Saturdays instead, however we understand that could be a day of errand running. With that we would like to be available for our clients and their furbabies.

25. What cleaning products do you use?

We use plant based cruelty free cleaning products, **Method and Simple Green**.

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