



## PUPPY INTRODUCTION SESSION

Your Dog. Our Van. Your Driveway.

A gentle first visit for every puppy

Your puppy's first DogMax appointment focuses on building confidence rather than completing a traditional groom. Every introduction is calm, positive and guided by your puppy's comfort.

### 01 A FRIENDLY HELLO

We begin with a relaxed meet-and-greet. Your puppy can approach and sniff at their own pace, with praise and treats if you approve.

### 02 EXPLORING THE DOGMAX VAN

We gently introduce the van and allow your puppy to investigate without pressure. Entering the van is optional if your puppy feels unsure.

### 03 GETTING TO KNOW THE GROOMING TABLE

If comfortable, your puppy can experience the low, non-slip grooming table under close supervision. Otherwise, we stay on the floor.

### 04 GENTLE HANDLING

We briefly and gently touch paws, ears, face and body, rewarding relaxed responses and stopping whenever your puppy needs a break.

### 05 MEETING THE EQUIPMENT

Your puppy can sniff a soft brush, towel and switched-off grooming tools. A gentle brush touch is optional, with no noisy equipment required.

### 06 A HAPPY FINISH

We finish with praise and positive reinforcement before your puppy becomes overwhelmed, then share feedback and recommended next steps.

|                |                                                                                           |
|----------------|-------------------------------------------------------------------------------------------|
| SESSION LENGTH | Approximately 20–30 minutes, depending on your puppy's comfort.                           |
| NOT INCLUDED   | No bath, blow-dry, haircut or routine nail clipping during this first visit.              |
| OUR PROMISE    | A calm, positive introduction. Activities may be shortened or skipped to suit your puppy. |

**A positive first experience matters more than a perfect first groom.**

DOGMAX MOBILE GROOMING | [www.dogmax.co.za](http://www.dogmax.co.za)