



CANCELLATION/LATE POLICIES

We best serve our clients by offering one-on-one "straight through" grooming. By doing this we are able to stay true to keeping our grooming environment as stress-free as possible for you and your pet. Because of the structure of our business, a last minute cancellation or no-show can have a great effect on the business and we may not be able to fill your time slot right away. Therefore, we have set the following guidelines and policies:

We send text messages to remind you of your appointment.

Please, please, please respond "Y" to confirm your appointment. An unconfirmed appointment risks being canceled.

If you wish to cancel or reschedule, you must do so two days prior to your appointment by 6pm, or a **\$20 re-booking fee** per dog will be applied at your next appointment.

If we haven't heard from you 15 minutes past your scheduled time, your appointment will be automatically cancelled, marked as a no-call/no-show, and there will be a **\$20 re-booking fee**.

If you are between 15-30 minutes late and we are still able to groom your pet, a \$10 late fee will be applied. If you think you are going to be 30+ minutes late, we will have to reschedule and there will be a **\$20 re-booking fee**.

If you no-call/no-show and we don't hear from you at all... there will be a **\$30 re-booking fee** and you may be required to pay a **50% deposit** prior to your next appointment.

We will text or call you when your pet is 10-15 minutes from completion. If you don't arrive within 30 minutes after your pet is complete, a \$12 sitting fee will be applied. After 60 minutes late, you will be charged an additional \$5 for each 10 minute increment of being late. For example: if you arrive an hour and a half late, you will be charged a \$22. If you feel you may need sitting services for your pet, you may pre-schedule sitting time at a lower rate.

While all circumstances and situations are taken into consideration for last-minute cancellations, we first review a client's attendance history when making a decision to apply fees.