

Drop-Off & Pick-Up

DROPPING OFF

We offer a **15 MINUTE GRACE PERIOD**

If you are expecting to be late dropping off your pet, please let us know in advance. Between 15-30 minutes of being tardy, there will be a **late fee of \$10** if we are still able to groom your pet. After 30 minutes, your appointment will be canceled and you will be charged as if it were a "No Show" with a \$20-30 rebooking fee.

PICKING UP

At drop-off we will give you an estimated time of how long the service will take (typically 1-2.5 hrs) , and 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 LATE/SITTING FEE will be applied. After 60 minutes late, you will be charged an additional \$5 for each 10 minute increment of being late.

SCHEDULED SITTING SERVICES

Unfortunately, at this time we do not provide full day care/sitting services for your pets. However, in the case that you may need to drop off a little early or pick-up a little later, just let us know in advance so we can do our best to accommodate you.

The following rates are only offered to clients who have communicated their needs PRIOR to their Appointment:

Drop off up to 30 mins prior to appointment - FREE

Drop off 1 hr prior to appointment time - \$8

Pick up 1hr after completion- \$8

DOGS MUST BE PICKED UP BY CLOSING TIME 4:00PM REGARDLESS

THANK YOU!

