

GROOMING CANCELLATION POLICIES

Effective 7/22/24

When you make a grooming appointment with us, we set that time aside especially for you and your pet. Our Groomers work solely on commission, and if you cancel or no-show for your appointment, that is a loss of income for our Groomer, as well as for our business. We have a wait list of customers who are hoping to get their pet in sooner for grooming appointments. When you give us enough notice, we are able to accommodate clients who are waiting, and keep the groomers' schedules full.

We understand that sometimes plans change unexpectedly. To ensure efficient scheduling and to accommodate all of our customers, we have established the following cancellation policy:

Cancellation:

We kindly ask that you notify us at least 48 hours in advance of your scheduled appointment if you are unable to keep your appointment.

Cancellations must be made during our business hours by phone, text, email or through your customer portal.

Late Cancellations:

If you cancel your appointment in less than 24 hours before the scheduled appointment time, a cancellation fee of 50% of the starting groom fee per pet will apply.

*A credit card will be required to be kept on file with us in order to hold future appointments.

Multiple Cancellations:

For clients who frequently cancel appointments, within less than 48 hours of the scheduled appointment, we will require a non-refundable 50% deposit for future bookings to secure your spot.

No Show Policy:

A "no show" is when a client misses an appointment without canceling. If you fail to show up for your appointment without notifying us, a fee equivalent to 100% of the starting groom price will be charged. This fee compensates for the Groomer's time, and the lost opportunity to serve another client. Add ons for additional services or coat condition are not included, and will be charged after the groom at check out.

*You will also be required to pre-pay the starting price for your next grooming appointment. The pre-payment is non-refundable. In addition, a credit card will be required to be kept on file with us to hold future appointments.

Rescheduling:

We understand that unforeseen circumstances may arise. Please let us know as soon as possible, and we will work with you to reschedule your appointment. Some fees may still apply.

Policy Acknowledgement: By scheduling an appointment with us, you acknowledge and agree to abide by our cancellation policy.