



Cancellation & No Call/No-Show Policies

Please respect your grooming appointment time!

Being as little as 15 minutes late can result in a need to reschedule.

Cancellations

We understand that there are times when an emergency arises. However, we politely request that cancellations be done at least 24 hours prior to your appointment. Same day cancellation will be considered a No Show.

No Call/No Show

- If it is your first appointment with us, I'm sorry but you will not be allowed to rebook an appointment
- 1st offence – Requires Owner to sign our No Call/No Show Policy
- 2nd offence – Requires a \$15 cancellation fee. Payment may be made at the time of your next scheduled appointment.
- 3rd offence – You will not be allowed to rebook at our Grooming Salon.

This is not a hobby for us. It is our passion AND our business. We respect you, our clients, enough to give your dog and/or cat the utmost care, so please respect our policies.

Thank you