



CANCELLATION & NO SHOW POLICY

Effective 1/1/25

Attention grooming clients!

For any cancellation of an appointment within 24 hours, you will be charged \$25

No shows will incur a fee of 50% of your appointment cost and a card on file to book your next appointment

Clients who are 15 minutes late risk losing their appointment without notice. The Store may refuse clients that have a history of late cancellations and/or no shows. If a payment is declined, the client will be required to clear any outstanding balances before being able to book another appointment.

We understand that life is busy and things come up, however, our groomers' time is important and we need to be able to effectively serve all of our customers. It is not fair to our customers to constantly move and change their scheduled appointments either to help fill the empty slots in our day due to cancellations.

Please contact us with any concerns.