

Policies & Procedures

Cancellation / Reschedule / Service Change

If an appointment is Rescheduled, Cancelled or services are changed with less than a 48 hour notice a \$30.00 fee will be assessed. If more than one appointment is Rescheduled, Cancelled or services changed with less than a 48 hour notice within six months, "Preferred Client" status will be revoked for up to one year.

Same Day/No Show

If an appointment is cancelled after 6pm (Tues/Sat) or less than 24 hours prior to appointment time, it is considered a same day cancellation. If upon arrival for a scheduled grooming appointment the pet is not available a \$50.00 fee will be assessed. If the pet is not available for a nail trim, the full charge of the nail trim will be assessed.

I have read and agree to the "Policies and Procedures" set forth.

Initial: _____ Date: _____