



CANCELLATION & NO SHOW POLICY

Effective 4.1.23

Attention grooming clients! Due to an extreme number of last minute cancellations & reschedules recently, we are changing our no show and cancellation policy.

For any no show or cancellation of an appointment within 24 hours, we will require a credit card on file or prepayment to reschedule your appointment. If your reschedule appointment is missed, you will be charged for that appointment/no refund will be given.

We understand that life is busy and things come up, which is why we don't want to charge a straight cancellation fee. 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.