

STORE POLICY

Drop Off

Please be on time for your appointment, as our schedule is disrupted when a client is late.

We reserve the right to re-book appointments if someone is more than 15 minutes late.



We appreciate a courtesy call if you are unable to keep your appointment, which allows us to re-book that time. No-Shows or same day cancellations will be charged \$25.00 per pet at the next visit. We give reminder calls the night before your appointment to help avoid this issue.

Please ensure your dog has had time to relieve itself prior to dropping off. Clean-up is time consuming and causes delay in caring for your pet.

Pick Up

If your dog is not picked up within an hour after we call that they are finished, there will be a boarding fee of \$10/30 minutes added to your account unless discussed prior to your appointment. Staff does not have the time to efficiently work on our following appointment if we are constantly tending to dogs that have already been finished.

Please call to let us know if a problem occurs,
and we will work with you.

PLEASE do **NOT** show up early for pick-up. Once your pet is aware of your presence, it may not be possible to safely finish grooming him/her. Sorry, we still charge full price for an unfinished groom.

Customer Signature _____ Date _____