



Cancellation policy

As a small business, your support means the world to us. We understand that life can be unpredictable and sometimes, changes to your schedule are unavoidable. However, as a sole operator, last-minute cancellations or no-shows can significantly impact our business.

Therefore, we have the following cancellation policy:

- If you cancel your appointment with more than 48 hours notice, there will be no cancellation fee. Your early notice gives us a chance to fill the slot and serve another pet in need of grooming.
- If you cancel your appointment with less than 48 hours but more than 24 hours notice, a cancellation fee of 50% of the grooming service price will be charged. This helps cover the time we set aside for your pet.
- If you cancel your appointment with less than 24 hours notice, or in the case of a no-show, the full price of the grooming service will be charged. This is due to the difficulty of filling the slot at such short notice.

We appreciate your understanding and cooperation with this policy. It allows us to continue providing high-quality grooming services to all of our furry clients.

Thank you for your continued support.

Rebecca Kilderry

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