

Primping Pooches & Cats

Missed Appointment and Cancellation Policy

The following cancellation hours excludes Saturday and Sunday
E.C.G.S.S.(Estimated cost of the Grooming Service/s Scheduled)

If you are unable to keep a scheduled appointment ***Please give 48hrs notice*** by voicemail or text to allow adequate time to contact a waitlist client and avoid fees.

*We will **only accept voicemail or text** as a means of communication to cancel an appointment*

****24hrs** If 24hours notice of the appointment time is given, the client will be expected to **pay a fee of 50%** of the E.C.G.S.S. if a replacement from the waitlist cannot be arranged.

****Less than 24Hrs** If less than 24hrs notice of the appointment time is given, the client will be expected to **pay a fee of 100%** of the E.C.G.S.S. if a replacement from the wait list cannot be arranged. *A minimum fee of \$50 will apply

****NO SHOW/NO CALL** No Show/No Call clients leave us with no opportunity to fill the scheduled appointment, therefore a **fee of 100%** of the E.C.G.S.S. will apply. Payment will be required before any future appointments are scheduled. If more than 2 No Show/No Call appointments are made within a 12 month period, the client will have the option of 100% pre payment of E.C.G.S.S. to schedule or our standby waitlist.

Please note: We are regularly booked 6-8wks or more in advance, therefore there may be an extensive wait time to reschedule. Cancelled appointments that also have prescheduled follow-up appointments may need to be cancelled or moved to accommodate the new grooming rotation.

*****NEW CLIENTS*****

ALL new clients are required to pay a **50% deposit** of the E.C.G.S.S. Deposit payments are accepted in cash or by credit card in the salon or by Email invoice. Deposits must be paid within 48hrs of scheduling to reserve the future grooming appointment.

All deposits for grooming services are subject to the Missed Appointment and Cancellation Policy. If applicable, any fees incurred will be withheld from the deposit. Additionally, any return of deposit will be made in the original form of payment.