

## 1. Cancellations

— — Cancellation and rescheduling of an appointment, by the client, requires 48 hours notice to waive the FULL appointment fee.

— — In the event of inclement weather, a family emergency or any other uncontrollable circumstance, the groomer has the discretion to waive or reduce the fee within the 48 hour period.

— — We reserve the right to cancel or reschedule a groom if we feel the need to do so. Every effort will be made to reschedule at a time convenient for both the client and the groomer. A 20% credit will be applied to the next appointment at the groomer's discretion.

## 2. No-Shows-

— — It is considered a "no-show" when the client is not available at the scheduled appointment time and does not contact the groomer to cancel or reschedule.

— — We reserve the right to charge the FULL grooming fee due to the loss of revenue caused by a "no-show". Please make every effort to text and cancel or reschedule when possible to avoid such situations.