



Terms & Conditions

Cancellation Policy

I understand that unforeseen circumstances may arise leading to the need to cancel or reschedule grooming appointments.

To ensure the smooth operation of the Salon we have established the following cancellation policy.

- **Cancellation Fee**

A cancellation fee equivalent to 50% of the grooming service cost will be applied for appointments cancelled with less than 24 hours notice.

- **No-Show Policy**

Clients who fail to show up for their scheduled appointment without prior notice will be charged the full grooming service cost. I will not be able to reschedule until this cost is paid.

- **Rescheduling**

Clients may reschedule appointments without incurring a cancellation fee if done within the 24 hour notice period.



Terms & Conditions

Late Arrival Policy

I value your punctuality and want to provide the best grooming experience for both you and your pet. To ensure smooth operation, please be aware of my late arrival policy.

- **Grace Period**

Clients are granted a 15 minute grace period from the scheduled appointment.

- **Communication**

If you anticipate being late, please notify me as soon as possible. I will do my best to accommodate the delay or reschedule if necessary.

- **Services Adjustment**

If a client arrives within the 15 minute grace period, we will make every effort to provide the full grooming service, however adjustments may be necessary to ensure timely completion for my next client.

- **No-Show Policy**

If a client does not arrive within 15 minutes of the scheduled time and does not communicate the delay, it may be considered a no-show and my regular cancellation policy will be applied.