

PRICING, DEPOSIT AND CANCELLATIONS POLICY

PRICING

An estimated quote for grooming services can be provided prior to your appointment. Please note that this quote may be subject to change under certain circumstances, including but not limited to:

- Matting of the dog's coat
- Aggressive behaviour or situations requiring additional assistance

If we are unable to complete the full groom due to these factors, owners will still be charged the full price of the booked appointment.

Payment in full is required at the end of each grooming session.

DEPOSITS

All appointments must be secured with a 50% deposit at the time of booking. If an appointment is missed or results in a no-show, the deposit will be forfeited and a new deposit will be required for future bookings.

CANCELLATIONS

Appointment reminders are sent 48 hours prior to your scheduled visit. Please ensure your contact details are kept up to date to receive these reminders. We kindly ask that you provide at least 48 hours notice if you need to cancel or reschedule your appointment for any reason. Failure to give the required notice will result in the loss of your deposit, which must then be repaid to secure future appointments.

NO SHOWS

If you fail to attend your scheduled appointment a no-show charge will be applied. We allow a maximum of 10 minutes either side of your appointment time. The charges for missed appointments are as follows:

- **First No-Show:** You will be charged half the price of the groom. The deposit will be lost and must be repaid for subsequent appointments.
- **Second No-Show:** You will be charged the full appointment price.