

Drop Off/Pick Up & Cancellation Policy

Drop Off Policy

Pets are to be dropped off at appointment time.

Following charges may apply if you drop off more than 20 minutes early

- Day Boarding Charge of \$15
- Plus \$5 additional for every hour after the first hour.

Example - Dropped Pet off at 9 am for 11 am appointment would be charged an additional \$20 on top of their Salon Services.

Exclusions would be based on kennel space and pet's temperament. We reserve the right to refuse early drop offs if we feel like it would not be a good fit for the salon that day.

Following charges may apply if you drop off more than 15 minutes late

- \$5 to every five minutes after the 15 minute grace period
- Cut off after 30 minutes from appointment time \$15 maximum
- Fee will be charged to reschedule appointment of \$20

Example #1- Pet dropped at 9:28 am for 9 am appointment would be charged \$10 additional on top of their salon services

Example #2- Client dropping their pets off at 9:32 am would be considered too late for their appointment and the client will have to pay \$20 in order to reschedule their appointment.

Exclusions would be if late drop off time is conversed with Stylist the day of over the phone but not on a voicemail. The fee for rescheduling is subject to change depending on the frequency of being dropped off late.

Pick Up Policy

Pets are expected to be picked up during the hour after we call to notify that the pet is ready for pick up.

Following charges may apply if you pick up more than an hour after the pet is done.

- Day Boarding Charge of \$15
- Plus \$5 addition for every hour after the first hour

Example - Pet is done and called for at 3 pm and doesn't get picked up until 5:15 pm. \$20 would be charged in addition to their Salon services.

Excessive late pick ups can result in our refusal to accept the pet for future appointments.

Cancellation Fee/Late Drop Off Charges

We ask for 24 hour notice before appointment for cancellations. 48 Hours for Felines is requested. This fee also applied to pets more than 30 minutes late for their scheduled appointment.

- \$20 is charged for first strike
- \$25 is charged for second strike
- \$30 is charged for third strike

Strike system

Three strikes will result in our refusal to service your pet in the future.

Strikes that happen before November of the previous year will be erased for the following new year.

Example - One strike was made in Feb 2021, second Strike was made in June of 2021 no other strikes were made so at the beginning of 2022 those strikes are erased and next strike would be observed as first Strike.