

Cancellations & No Show Policy



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I understand that situations arise in which you must cancel your appointment. It is therefore requested that, if you must cancel your appointment, **you provide 24 hours notice.**

This will enable another dog to be scheduled in your place. One day it could be you wanting that appointment time!

Clients who do not show up for their appointment will be considered a no show. No shows & late cancellations may be subject to a \$25 fee and if they do not show or cancel under 24 hours twice then they will have to find themselves another groomer. **No shows hurt small business,** as can cancellations under 24 hours. So please be considerate as I rely on this business to support me.

I believe a good relationship between Customer, Dog and Groomer is important, after all you leave something so precious in my trust. So lets continue on with great communication and trust!

Kind regards,

Anita

You can always contact me on the below:

Website booking request:
www.dogdayspa.com.au

Email bookings@dogdayspa.com.au

Phone: **0407 763 674 Call or Text!**

****Remember, to always be on time, if you're late, this pushes back everyone else's appointment & I run late for the rest of the day!****

**** Genuine important reasons for cancelling are accepted****