



## **Cancellation policy -**

If on the rare occasion we need to cancel your appointment we will contact you giving you as much notice as possible and will offer you our next available appointment.

Please give us as much notice, with a **minimum of 48hrs**, if you need to cancel or change an appointment as time has been reserved for your dog/cat. We can then try to fill the appointed time.

\*Short notice cancellations under 48 hrs will result in a £10 charge and under 24hrs notice will result in the full payment of the appointment fee which will be payable within 48hrs of the cancellation.

\*Missed appointments will result in the full groom fee being charged, which will also be payable before your dog/cats next appointment is made.

\*Late arrivals of 15 mins or more may have to rebook, which will result in full payment of the appointment fee.

This includes absent cats, please ensure you keep them in on the day of your appointment.

Last amended June 2024