

IMPORTANT INFORMATION

- ❖ You will receive text appointment reminders from the automated text service. Please send me a text directly to 0458831740 if you would like to change the appointment. If I don't hear from you I assume you are still coming to your appointment.

CANCELLATION POLICY

Unfortunately, due to last minute cancellations resulting in loss of income I have had to implement a cancellation policy.

- ❖ If you cancel your appointment within 24 hours (day before the appointment) you will be charged half of the grooming fee and sent an invoice.
- ❖ If you cancel your appointment on the day of the appointment or do not attend the grooming appointment you will be required to pay the full cost of the grooming fee and will be sent an invoice.
- ❖ If invoices are not paid they will be forwarded to a debt collector.
- ❖ Payment for services is required on the same day of your appointment. There are no exceptions.
- ❖ Please arrive at your allocated appointment time and collect your dog when asked.

Thank you - from Soapy Pooches