

PUNCTUALITY

We do our very best to make our customers happy and to get your pet done in a timely manner. In order to do this, we schedule employees and appointments strategically according to the volume of business to best optimize efficiency. We understand the busy lives of our customers especially considering we're typically one of the errands on the "Honey Do" list. We ask our customers to please notify us as early as possible of any changes you need to make with your appointment in order to not incur additional charges.

Any pet that is dropped off later than 20 minutes will incur a late charge. After 40 minutes, your appointment will be automatically rescheduled with the late charge applied to your next visit. Additionally, any pet not picked up within 2 hours of the customer being contacted by the salon upon completion will incur a late charge.

It is the customer's responsibility to make sure we have an accurate and legible phone number. If not picked up by closing time, the pet will need to be picked up the next day that we are open for business.

Please see our menu for a list these charges.

