

## **Lupine Kennels Grooming Cancellation and No-Show Policy**

Effective 11/5/18

### **Cancellations**

**Please call at least 72 hours prior to your appointment to cancel or reschedule.**

Our groomer uses a gentle and loving approach in handling our clients, therefore our appointments are scheduled so that each four legged client receives attentive care . Your grooming appointment is a reservation for services and for the individualized attention we provide each pet. We can only take a limited number of appointments each day. **A missed appointment is a loss of income to a small business and our groomer. If an appointment is not canceled three days prior to the appointment, You will be billed for the appointment and no future appointments can be made until it is paid.**

### **No-Shows**

If an appointment is missed without a 72 hour notification, **a full groom “No Show”/ “Late Cancellation” Fee will be charged** and a deposit of the grooming cost may be required to reschedule a future appointment.

### **Late Arrivals**

We are only able to perform the grooming services for your pet in the time allotted for your scheduled appointment. **If you arrive more than 15 minutes late to your scheduled appointment, we may not be able to perform your scheduled grooming services and you may need to reschedule your appointment so that we can stay on schedule with our other clients.**

**Thank you for respecting our small family business.**

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Signature

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Date