

Grooming Policies

Please familiarise yourself with our service policies before attending your appointment.

Cancellation Policy

We understand that sometimes you won't be able to make it to your appointment. We will do our best to be as accommodating as possible, however as a small business that relies on staffing to fulfil our services, we do have cancellation policies that will be implemented for late cancellations, changes and no shows. These occurrences can severely impact us and we appreciate your understanding when it comes to being charged these fees.

Cancellation fees will apply to all appointment changes without a minimum of 48 hours notice, including no show appointments. These fees must be paid before any future bookings can be accepted.

Appointments cancelled within 48 hours of the booking will incur a fee of \$50. No show appointments will be charged in full. Fees must be paid prior to rebooking another appointment.

Under no circumstances will fees be waived on Saturdays.

Cancellations and no show appointments on Saturdays cause major disruptions and as there is additional loading on staff wages, cost us even more to cover. Therefore no fees will be waived for Saturday appointments.

Repeated late cancellations/changes to bookings or no shows will result in pre-payment being required for all future bookings. Pre-payment is non-refundable and only transferable to a new appointment time when notified outside of our usual 48 hour cancellation policy window.

Weekend Surcharges

Saturday appointments will incur an additional surcharge on top of the regular grooming fee. This is primarily because of additional wage loading for staff on weekends. This surcharge will not be waived except in very exceptional circumstances.

Late Arrivals

Late arrivals more than 15 minutes past the appointment time may result in cancellation of that appointment, and the relevant fees will apply.

Late Pick Ups

We are an incredibly busy salon, operating with limited space. We do not have room for dogs to stay in the grooming area past their scheduled time. A late pickup fee of \$20 will be charged for grooming appointments not collected within 1 hour of your pick up message, or with prior arrangement.

Collection after closing time will incur a fee of \$15 per 15 minutes (or part thereof).

Booking Fees

When we are in the position to take on new clients, any first time bookings will be required to pay a non-refundable booking fee of \$50 to secure their first appointment, we understand that things can happen, so one rescheduling of this appointment is permitted before the booking fee is forfeited (within our usual cancellation window). We cannot refund booking fees in the case of cancellations.

Reminder Messages

Please note that our reminder emails and text messages are a courtesy only, and that fees will not be waived for forgotten appointments. Please ensure that your email on file is up to date to receive the automatic email reminder 3 days prior to your booking. Text reminders will be sent the day prior to your booking in most instances, but should be considered a courtesy only and our regular cancellation policies apply for no-shows or forgotten appointments.