



So Fetch & So Clean
Dog Grooming

Cancellations,
Rescheduling &
No Shows

Cancellations/Rescheduling

APPOINTMENTS CANCELED OR RESCHEDULED WITH LESS THAN 48 HOUR NOTICE MAY BE SUBJECT TO A \$20 FEE PER DOG.

I work by appointment only, canceling and rescheduling appointments with less than a 48 hour notice does not give me enough time to try and refill that slot, resulting in a loss of income.

Appointment reminders will be sent via text or email two times before your dog(s) appointment; 1 week and 1 day before. Call reminders are available to clients upon request.

I will only allow an appointment to be rescheduled 2 times in a row. The third request for reschedule may result in a termination of future services.

No Shows

NO CALL/NO-SHOWS MAY BE CHARGED A \$20 FEE PER DOG DUE AT YOUR NEXT APPOINTMENT.

I have a strict No Call/No Show policy. After two No call/No show, you will no longer be able to schedule your dog with me for any future grooming.

Again, I work by appointment only; the appointment slot is exclusively assigned to your dog(s) at your request. Failure to keep your appointment results in loss of income for me and my business.

I understand that sometimes things happen that we don't plan for. I can sympathize and will work with everyone the best I can, but I ask that my clients understand that I am running a business that depends on each scheduled appointment for income.