



BUBBLES TO BOWS

CANCELLATION AND NO SHOW POLICY AS OF JANUARY 1ST 2018

We understand that situations arise in which you must cancel your appointment. We ask that if you have to cancel your appointment you provide at least 48 hours' notice, in doing so, this will allow another customer who is waiting for an appointment to be scheduled in and we can rearrange the groomers schedule so that they can have a full day. Appointments which are cancelled with less than 48 hours' notice may be subject to a 50% of the ticket price fee. If we go to your home and we are not allowed to access a community that is gated and/or nobody is at home this to will be considered a cancellation/no show.

The 1st no show/same day/last minute cancellation will assess a fee of 50% of the ticket price and the 2nd no show/same day/last minute cancellation will be the full ticket price fee.

Cancellation and No Show fees are the sole responsibility of pet owner and must be paid in full before the next appointment. We understand there are unavoidable circumstances that may cause you to cancel less than 48 hours, in this instance the fee may be waived at management's discretion.**

Bubbles to Bows firmly believes that good groomer/pet owner relationships are based on understanding and good communication. If you have any questions about cancellations, no show fees, upcoming grooming appointments, etc. please call the office, during business hours 9am-5pm, at 954-818-6094.

We realize some customers have direct access to the groomer, but we ask that if you need to reschedule an appointment or have any questions or concerns to please call the office to let us know as the groomers do not always have the information needed in order to better assist you.

Thank you in advance,

Please Sign that you have read, understand and agree to this Cancellation and No Show Policy.

Pet Owner name (printed) _____

Pet Owner signature _____ Date : _____

**In the case where you have multiple animals booked for an appointment and you decide for some reason that one of them isn't getting groomed and you didn't inform the office prior to the appointment this will be considered a cancellation as well and a fee of \$25 per animal will be assessed for the time block for the animal(s). Due at the time of the appointment.

In the event that your cat isn't able to be groomed for any reason, which includes, but isn't limited to, can't be found, a 50% ticket fee will be assessed for a cancellation. Due at the time of the appointment.