**Cancelation Policy**

We ask that all clients understand and are mindful of our cancellation policy. We are only able to service a limited number of dogs in a day, and as a result we rely on all available appointments being filled to continue offering our services. Its very difficult to fill appointments without adequate notice and it also means that someone else could miss out on an appointment.

* No shows (*if a client is absent from a confirmed appointment*) full price of the service will be applicable
* The first time a client cancels with less than 24 hours’ notice of an appointment, we will make a note in your file.
* Any future appointments with less than 24 hours’ notice will incur the **full cost** of the service booked.
* A reminder text message will be sent out three days before your appointment. Please reply Y (*yes)* or N (*No)* at least 48 hours before the time of the appointment. Failure to do so may result in your appointment being forfeited. **By replying Y (*yes*) you are confirming your appointment and you agree to our cancelations policy**