

# Magical Mutts

## Grooming Cancellation Policy

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We appreciate your business and understand that life can be unpredictable. To ensure a smooth schedule for all our furry friends, Magical Mutts has established the following appointment policy:

### **Cancellations:**

- We require at least 24 hours notice to cancel or reschedule your pet's grooming appointment. This allows us to offer the appointment slot to another dog in need.
- Cancellations made with less than 24 hours notice, including same-day cancellations, will be subject to a 50% cancellation fee based on the estimated service cost.

### **Late Arrivals:**

- We kindly ask that you arrive on time for your scheduled appointment.
- If you are running more than 15 minutes late, we may need to reschedule your appointment to accommodate other pets.
- Late arrivals exceeding 15 minutes will also be subject to a 50% cancellation fee based on the estimated service cost.

### **No-Shows:**

- A no-show is defined as missing your scheduled appointment entirely without prior notification.
- No-shows will be charged a 50% cancellation fee based on the estimated service cost.

### **How to Cancel:**

- You can conveniently cancel or reschedule your appointment on your customer portal or by calling us at 423-436-1555 or replying to your appointment confirmation email.

We understand that emergencies can arise. If you have a legitimate reason for missing your appointment or arriving late, please contact us as soon as possible. We will do our best to accommodate your needs.

Thank you for your understanding and cooperation!

