

**If you have any questions or need to make any changes to your pets appointment, please call us at (443) 607-8456**

## **New policy**

**Hello everyone please read!! By confirming your pets appointment you agree to our terms and conditions. Failure to confirm an appointment will result in cancellation.**

As many of you know we are an extremely busy shop as we are just a 4 man team. With this being said, we are currently staying booked approximately 8+ weeks for haircuts, and 4+ weeks for bath/bath and brush outs, along with a 4 page wait list. Sadly as the saying goes one bad apple spoils the bunch! Therefore we are going to have to tighten up the ship to ensure everyone is able to be accommodated timely and remain on our schedule for the future.

### **Effective immediately:**

- ❖ **No call/No show fee.** Please notify us at least 24 hours prior to your appointment if you will not be keeping your appointment. This allows us to fill this spot on the schedule with a pet on our wait/cancellation list. If you do not show up for your appointment and did not notify us in time to fill the spot, we lose out on that grooming slot for the day. A no call/no show will result in a fee charged to your card on file. The fees will be based on the size of your pet and will be as follows:  
**Small Dogs: \$60      Medium Dogs: \$80      Large Dogs: \$100**
- ❖ **Please confirm your appointment text/email reminder as soon as possible.** This is an automated, 'no reply' number therefore if you send us a reply, we will not see it. Please follow the instructions on the message in order to confirm your appointment. If you need to make any changes or cancel your appointment please call/email us directly. You can also confirm your appointment via phone, directly or by voicemail.
- ❖ **Failure to confirm will result in cancellation of your appointment.** This does not apply to our clients who do not use a computer or text!
- ❖ **Additionally if you are more than 15 minutes late for your appointment without calling to let us know, your appointment will be cancelled** and your spot will be filled with someone from the wait list. If you are running a few minutes late please reach out to us so we can try to work the schedule around this.
- ❖ **We understand sometimes the inevitable happens, however 3 late arrivals or no call/no shows will result in no longer being able to accommodate your appointments in the future.** In order for us to keep operating and getting your pups back to you in a timely fashion, we need to be able to keep to our set schedule without delay. Even 1 late pet can delay all other pets for that entire day. Additionally if you do not cancel your appointment in advance, we may be unable to find a last minute fill in that we could have used to help someone who has been waiting months to get in so please be considerate.
- ❖ **Also please be sure to schedule future appointments at the time of pick up or on a recurring schedule.** For example, if your dog is on a 4 or 6 week schedule and we remain 8 weeks booked out, it can be very difficult to accommodate so please schedule enough visits in advance to ensure your spot on the schedule.

We hope everyone understands and can respect our guidelines so we can continue servicing you and your pups in a timely and fair manner. If you have any questions please feel free to reach out to us. We look forward to continuing to do business together!

**Thank you!!**

**-Dirty Paws Dog Spa**