



## No Call/No Show and Late Cancellation Policies

We are deeply grateful for being trusted with the care of your furry family members.

Due to the increasing amount of late cancellations and/or no shows for appointments, we have decided to implement a fee for missed appointments starting January 1, 2022.

Appointments that are not cancelled 24hrs prior to the scheduled date and time will be charged a \$25 fee. Appointment no shows will be charged a \$50 fee.

All fees will be charged to the account and must be paid prior to making another appointment. This fee will not count towards the cost of the future appointment.

During peak boarding season, we reserve the right to charge a deposit equal to 1 night charge (per pet). Cancellations 24hrs prior to the scheduled date and time will receive a credit on the account, or a refund. Cancellations less than 24hrs prior to the scheduled date and time will forfeit the deposit.

Our wait list is always growing, and it is not fair to other clients needing our services who could be scheduled in your place. Life happens and we understand. Please communicate, we love hearing from you.

All appointment reminders are sent out via text message and email in the days leading up to the scheduled date. Additionally, if the appointment has not been confirmed, we call the day before. If you are not receiving these messages, please verify your phone number or email address with us.

We appreciate your kind cooperation in this matter.

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Owner's Signature

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Date