

# SALON POLICIES

## Appointments:

- An appointment reminder SMS will be sent a day before your scheduled appointment. Please respond to this by close of business on the day you receive the SMS. Unconfirmed booking may be cancelled and a \$25 fee (per dog) will be applied to your next visit if the appointment was booked by phone. If your appointment was booked online a \$25 fee will be charged to the card details you provided to secure the booking.
- Any changes or cancellations must be made prior to your appointment to avoid a \$25 cancellation fee.
- Unconfirmed appointments, cancellations after the scheduled appointment and no shows may incur a \$25 fee.
- If you are running late, please advise us via phone call. The salon is run by appointment so if you are more than 15 minutes late without advising us your appointment may be cancelled and a \$25 fee charged.

## Pick Up:

- Please allow at least 2 hours for all grooming appointments. Not all dogs take the same amount of time to complete. Grooming may take more time depending on the temperament, health and coat condition of your dog.
- If you need to pick up your dog at a specific time, please advise us prior to dropping off your dog as we may be unable to accommodate you.
- Upon pick up please inspect your dog's groom and let us know if you would like any changes. We are happy to make changes to the groom within 24 hours after your appointment. Any changes after this will incur normal grooming fees.

## Grooming:

- We reserve the right to modify your dog's haircut and price in accordance with coat condition.
- If there are fleas on your dog a flea treatment will be given at the owner's expense.
- All dogs must be up to date with their vaccinations and flea, tick, and worming treatments before entering the salon otherwise service may be refused.
- All puppies under 6 months old must present a vaccination certificate stating that their last booster vaccine was given and it has been at least 14 days since vaccinating.

\*If you are unhappy with your experience at What the Pup Grooming Studio please bring this to our attention and allow us to have the chance to resolve the issue. Abuse, in any form, to any staff member, will not be tolerated and will result in refusal of service