

# Late Cancels & No Shows

**£10 rebooking fee per dog**

(See the back of your appointment card)



All businesses that operate an appointment system rely on customers attending on time or require at least **24 hours notice** of a change or cancellation. Leaving it to the day of the appointment, or worse still just not turning up (a NO SHOW) causes us and our other customers a major problem. Why? We have allocated a time slot to groom your dog(s) with a cost attached which is then lost. Not only is the price of that particular appointment lost, but we will very likely to have lost an alternative booking which would have turned up if we had a slot available sooner when the enquiry was first made so it's a "double whammy", in effect a double loss of income.

It is for this very reason that we operate a strict "**two strikes and you are out**" policy; which also applies to a single, multiple dog appointment. We've heard all the excuses under the sun about missed appointments. All we ask for is a bit of common courtesy and honesty. Of course we understand there are genuine reasons for not being able to attend which we will take into account for consideration, but "forgot" is rarely one of them. We recently changed our automated reminders and are now sent a week before AND the day before your appointment, so **it is imperative that we have an up to date mobile contact number and/or email address** for you. We now also send out a change of appointment text as well.

If we have enough notice of an appointment being cancelled or altered, there is a good chance that we can fill it or bring someone else forward that has booked but are waiting on a cancellation.

*Thank You!*