

Vanity Furr Ltd

Pet Grooming Cancellation and No-Show Policy

Cancellation Policy

Standard Cancellations

We understand that emergencies occur and appointments sometimes need to be cancelled. To ensure we can accommodate other pets on our waiting list and maintain efficient scheduling:

- **72+ Hours' Notice:** No additional charges apply. (You will receive a text or email reminder at 72 hours of your appointment.)
- **48 Hours' Notice:** 50% of the full-service fee will be charged. This helps offset the short notice impact on our schedule.
- **Less than 24 Hours' Notice:** 100 % of the full-service fee will be charged, payable before booking future appointments.

Emergency Cancellations

In genuine emergency situations (pet illness requiring veterinary attention, family emergency), we may waive cancellation fees at our discretion. Veterinary documentation may be requested for pet health emergencies.

No-Show Policy

A no-show occurs when:

- You fail to arrive for your scheduled appointment
- You arrive more than 15 minutes late without prior notice
- Your pet cannot be groomed due to aggressive behaviour that wasn't disclosed during booking

No-Show Charges:

- Full payment is due before rebooking
- 50% rebooking fee applies to all future appointments after a no-show

Late Arrival Policy

Up to 15 minutes late: We will attempt to accommodate your appointment, though service may be shortened or rescheduled depending on our daily schedule.

More than 15 minutes late: Appointment will be considered a no-show and rescheduled. No-show charges apply.

Appointment reminders: We provide courtesy reminder emails / texts 72 hours before your appointment. However, you remain responsible for remembering your appointment time.

Late Collection Policy

For the welfare and safety of all pets in our care, and in compliance with animal welfare legislation:

- Collection must occur within 20 minutes of your scheduled pickup time or notification that grooming is complete
- **Late collection charges:** £10 for every 15-minute period after the grace period
- **Extended delays:** If collection is delayed beyond 2 hours without prior arrangement, we reserve the right to:
 - Transport your pet to a local boarding facility at your expense
 - Contact emergency contacts listed on your booking form
 - In extreme cases, contact local authorities for animal welfare concerns

Weather-Related Cancellations

During extreme weather conditions (excessive heat, severe cold, storms), we may cancel or reschedule appointments for animal welfare reasons. No charges apply for weather-related cancellations initiated by our salon.

Hot Weather Protocol:

- Grooming may be modified or cancelled when temperatures exceed safe limits
- Extended drying times may be required using alternative methods
- Additional cooling breaks may extend appointment duration

Health-Related Cancellations

In accordance with animal welfare legislation and professional grooming standards:

Pet Health Issues

- If your pet shows signs of illness, stress, or parasites upon arrival, grooming may be postponed
- No charges apply when cancellation is for immediate animal welfare concerns

- Veterinary clearance may be required before rebooking

Matting and Coat Condition

- Severely matted coats may require extended appointments or multiple sessions
- Additional charges apply for dematting services
- In extreme cases, we may recommend veterinary assessment before proceeding

Payment and Rebooking Terms

- All cancellation fees must be paid before booking future appointments
- Payment accepted by cash, card.
- Deposits are non-refundable but transferable to rescheduled appointments within 30 days
- Persistent cancellations or no-shows may result in a requirement for full advance payment

Special Circumstances

Multiple Pet Appointments

- Partial cancellations (some pets but not others) may incur reduced fees

Regular Clients

- Clients with consistent appointment history may receive consideration for waived fees in exceptional circumstances
- This is at management discretion and not guaranteed

Subscription/Package Deals

- Prepaid grooming packages have separate terms regarding cancellations
- Unused services may be transferable within the validity period

Emergency Contact Requirements

To comply with professional grooming standards:

- Primary and emergency contact details must be current
- Mobile phone access required during grooming appointments
- Any changes to contact information must be updated before appointments

Appeals Process

If you believe a cancellation charge has been applied unfairly:

1. Submit a written explanation within 7 days
2. Include any supporting documentation
3. We will review and respond within 5 business days
4. Our decision will be final

Modification of Terms

This policy may be updated periodically to ensure compliance with current legislation and professional standards. Clients will be notified of significant changes with reasonable notice.

Agreement

By booking an appointment, you acknowledge that you have read, understood, and agree to these terms. This policy is designed to protect the welfare of all pets in our care while maintaining professional service standards.

For questions about this policy, please contact us before booking your appointment.

This policy complies with the Animal Welfare Act 2006 and professional pet grooming guidelines. It is designed to ensure the highest standards of animal welfare while maintaining efficient business operations.