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**The Paw Spa (951) 371-2250**

Grooming & Self Wash Appointment Cancellation Policy

Your appointment is important to us and we believe your time is valuable, and ours is too. We also understand that sometimes your schedule may change, and you may need to cancel or reschedule your appointment with us. If you need to cancel or reschedule your appointment, we require at least a 24 hour prior notice.

When you book your pets appointment, you are booking a specific time on our calendar that is no longer available to our other customers. In order to be respectful of your fellow pet owners and us, please call us as soon as you know you will not be able to make your appointment (951) 371-2250. Appointments with us are in demand, occasionally there is a waiting list, and your advanced notice will allow another pet to access that particular appointment time.

How to Cancel Your Appointment

If you need to cancel or reschedule your appointment, please call us at (951) 371-2250 at least 24 hours prior to your appointment. If necessary, you may leave a detailed voicemail. We will return your call as soon as possible.

PLEASE NOTE – calling after hours the night before your appointment, is not considered 24 hours prior notice.

Our Policy :

* Any cancellation or reschedule made less than 24 hours prior to your original appointment time, will result in a cancellation fee of $15.00
* If you are more than 20 minutes late for your appointment, please understand we may not be able to accommodate you. In this case, the same $15.00 cancellation fee will apply. We will do our best to reschedule you for another time convenient to you.
* We require a credit card to hold your appointment. Any cancellation fees will be charged to your card.
* In the event of a true, unavoidable emergency, all or part of your cancellation fee may be applied to future services.
* If you give us at least 24 hours prior notice of your need to cancel or reschedule, you will not be charged the $15.00 fee. However, if you do not cancel in time, you will lose any payment you have already made.
* For new customers, a $15 deposit is required in advance to book an appointment.
* For existing customers, a deposit is not required, but any late fee’s will be applied to your account and payment will be required prior to your next appointment being booked.

Thank you for your understanding,

The Paw Spa