

DEPOSIT AND NO CALL NO SHOW POLICY

Dapper Dog Do does understand your time is valuable and also for our staff. Thank you for supporting our Deposit and No Call No Show Policy. Deposits support our Groomer's time and loss of revenue for missed appointments not notified for changes within 4 hours of appointment window.

Deposit definitions include:

- 50% of bath or haircut price will be required for all booking reservations
- 100% of Tidy up Package price will be required for all booking reservations

The No Call No Show definition means that an appointment is booked and a late arrival of greater than 15 minutes or no arrival during the appointment window at all. No Call No Shows can be prevented by notifying the Groomer by text, email, phone call or Chat Bot Message within 4 hours of appointment scheduled time.

Appointments can be self-modified online in advance by the person that created reservation.

No refunds of deposit will be granted if:

1. Appointment arrival is greater than 15 minutes from appointment start time
2. No notification of unable to arrive within the appointment windows 4 hours of appointment window start time.
3. Appointment examples for loss of deposit:
 - a. Appointment 03/01/2025, 11:30 AM to 2:30 PM. Arrived at 11:50 AM
 - b. Appointment 04/01/2025, 5:00 PM to 8:00 PM. Did not call or notify groomer at all
 - c. Appointment 05/01/2025, 1:00 PM to 3:00 PM. Notified groomer at 12:30 PM on 05/01/2025 will be arriving a few minutes late. Arrived at 1:25 PM

Any questions can be directed to jess@dapperdogdo.com

Dapper Dog Do does reserve the right to make any changes at any time. Exceptions can be made for reasonable unforeseen circumstances.