

Cancellation Policy

We understand that life can sometimes lead to unexpected changes in your pet's grooming schedule. At Wags and Wiggles, we aim to provide the best service possible while maintaining a fair and consistent policy regarding cancellations and rescheduling. Please take a moment to review our cancellation policy:

1. Appointments and Reservations:

Appointments can be scheduled by phone, in person, or online through our booking system. A valid card is required to secure an appointment.

2. Cancellation and Rescheduling:

- We kindly request at least 24 hours' notice for any appointment changes or cancellation
- If you need to reschedule or cancel your appointment, please contact us as soon as possible. This allows us to accommodate other clients in need of our services.
- Cancellations made with less than 24 hours' notice may result in a cancellation fee.

3. Cancellation Fees:

- Cancellations made with less than 24 hours' notice may incur a cancellation fee, which is 50% of the grooming service cost.
- If you fail to show up for your appointment (no-show), the full grooming service cost will be charged.

4. Late Arrivals:

- We understand that unforeseen circumstances may cause delays. However, please notify us if you anticipate arriving late for your appointment.
- If you arrive significantly late, your appointment may need to be rescheduled, and a cancellation fee may apply.

5. Emergencies:

We recognize that genuine emergencies can happen. In such cases, please contact us as soon as possible, and we will do our best to accommodate your needs without a cancellation fee.

6. Repeat Offenders:

Clients with a history of frequent last-minute cancellations or no-shows may be asked to prepay for their grooming services or have their appointments limited to specific times.

7. Our Commitment:

We value your trust and business. We promise to do our best to be punctual and provide exceptional grooming services for your pet. If, for any reason, we need to cancel or reschedule your appointment, we will notify you as soon as possible and work with you to find a suitable alternative.

If you have any questions or need to cancel or reschedule your appointment, please contact us at 07533178818 or paige@wagsandwiggles.co.uk.

Thank you for choosing Wags and Wiggles for your pet's grooming needs. We appreciate your understanding and cooperation regarding our cancellation policy. This policy is effective as of 2025 and may be subject to updates. Please visit our website or contact us for the most current policy information.

Owner's Signature: _____ Date: _____