



# PURE GROOMING



## Policy Overview & Guidelines



### Appointments & Cancellations

- **48-Hour Notice:** A minimum of 48 hours notice is required for all appointment cancellations.
- **Penalty:** If proper notice is not given, the **full grooming fee** will be charged.
- **How to Cancel:** Notice must be provided exclusively through call or text at **858-500-2011**.
- **Reminders:** We provide a courtesy email/text two days prior. Failure to receive it does not absolve you of responsibility for keeping your appointment.



### Deposit Requirements

| Customer / Pet Type    | Deposit | Additional Terms                                                                   |
|------------------------|---------|------------------------------------------------------------------------------------|
| Cat Grooming           | 50%     | Required for all feline grooming appointments.                                     |
| Frequent Cancellations | 100%    | Required to book future appointments. Allows for one (1) complimentary reschedule. |



### Timing & Pick-Up

- **Grooming Duration:** Most pets require a **minimum stay of 4 hours**, depending on size, condition, and style.
- **Completion Notice:** We will provide a pick-up time via text or phone call as the groom nears completion.
- **Pick-Up Window:** Pick-up is required during business hours and **no longer than an hour** from the time we contact you, unless specified otherwise.
- **Running Late:** Owners must call if they are running late for pick-up.



### Late Fees & Boarding

| Scenario      | Fee / Action Taken                                                                                                            |
|---------------|-------------------------------------------------------------------------------------------------------------------------------|
| Late Pick-Up  | <b>\$15.00 per 1/4 hour</b> (reasonable leeway provided for unforeseen circumstances).                                        |
| After Hours   | <b>\$200.00 per night</b> if not picked up within an hour of closing time.                                                    |
| Abandoned Pet | If not called for within 48 hours of the stated return time, Pure Grooming has the right to place the pet in a suitable home. |