

Barking Mad Dog Grooming and Pet Services Cancellation Policy

Cancellations within 24 hours of your appointment

Customers will be asked to pay half price of their groom. This is because it is unlikely we will be able to fill the slot and therefore lose out on money for that day. Once the payment has been received, we can then go ahead and rebook you for your grooming appointment at a time that works for you.

Cancellations/no shows the day of your appointment

Customers will be asked to pay the full price of their groom. This is because it is highly unlikely we will be able to fill the slot and therefore lose out on money for that day. Once the payment has been received, we can then go ahead and rebook you for your grooming appointment at a time that works for you.

Rescheduling

We also have the right to ask for deposits up front if grooms have been cancelled with little notice. This can be half price or full price of the groom.

Extenuating Circumstances

We completely understand that emergencies happen or that dogs can become unwell. Please make us aware of your circumstance. However, if more than one cancellation occurs, the above procedure will apply.