

Attendance Policy

Punctuality is important to maintaining our schedule, managing kennel space, and keeping a safe, calm atmosphere in the salon. Scheduling is precise and space is limited.

- **I agree to arrive on time for my scheduled appointment.** *Late arrival* (10 minutes or more past the appointed time) will incur a **\$15 fee**. Appointments are considered **forfeit** 20 minutes after the appointed time. *Early arrival* (more than 15 but less than 30 minutes early) will incur a **\$15 fee**. Arrival earlier than 30 minutes before appointment time will incur a daycare fee of **\$1/minute** *unless prior arrangements have been made.*

Initials: _____

- **I agree to pick up my pet within 1 hour of communication from The Beauty Pawlor that my pet is ready for pick-up.** This communication will occur via call or text message. Late pick-up will incur a fee of **\$1/minute** *unless prior arrangements have been made.*

Initials: _____

- **I agree to notify The Beauty Pawlor of cancellations at least 24 hours in advance.** Last-minute cancellations (1 day or less from the day of the booked visit) and missed appointments will incur a fee equal to the **full estimated cost of the service**. **All clients are required to keep an active credit or debit card on file with The Beauty Pawlor.** We will charge this card the day of the last-minute cancellation or missed appointment. If this card is declined, the balance will need to be paid before the next scheduled visit. *Failure to pay this fee will result in suspension or cancellation of all future appointments.* **No-call/no-shows may result in dismissal from our client list unless balances are paid in full and future appointments are pre-paid.** *This is not a punishment, but allows us to continue to provide high-quality service despite lost income from last-minute cancellations.*

Initials: _____