

## **Cancellations/No-Shows/ Tardy**

- The Royal Four legged Spa requires at least **48 hours notice** for all service cancellations and reschedules. This includes if you wish to forgo or change any booked services during your appointment. Failure to do so will require **50%of services** to be paid before rebooking your appointment.
- We understand that sometimes being late is unavoidable. However, depending on the circumstances, we may be forced to shorten or reschedule your service. A **50% deposit** will be required if we are forced to reschedule due to tardiness.
- More than two **NO SHOWS** will result in a **75% non-refundable deposit** being required in order to schedule any further appointments.
- We reserve the right to, and will charge the **FULL (100%) grooming fee** due to the loss of revenue caused by a "**no-show**". Please make every effort to call and cancel or reschedule at least 48-hours before appointment to avoid a no-show payment.

***By signing Service Agreement, you consent to Card on File being charged 100% of no-show appointment.***