

The Doggy Port Cancellation Policy

Each day our grooming calendar is very full, we schedule appointments back-to-back, and we turn people away to hold reservations.

Unfortunately, too many people have cancelled with very little lead time, or simply don't show up, and then expect us to simply reschedule them.

Therefore, we must enforce the following guidelines.

If your dog is just coming for grooming, and is not here for Daycare:

If you wish to cancel or reschedule for a later date, you must do so by cancelling between our business hours (7am – 7pm), two days before your appointment or a \$25 re-booking fee per dog would be incurred.

If you arrive more than 20 minutes later than your appointment time, we must reschedule your appointment, and a \$25 re-booking fee per dog would be incurred.

If you simply do not show up, or cancel within two hours of your reservation start time, a \$30 re-booking fee per dog would be incurred, and a deposit may be required to make future appointments.

If your dog is here for Daycare, and is getting groomed while here:

If you check out from your Daycare reservation earlier than expected, and we therefore have to cancel this grooming appointment two days before your appointment date a re-booking fee of \$25 per dog would be incurred. For example, if your dog is on the groomer's calendar for 2pm, and you show up at noon saying you're checking out early and don't need the grooming done, that is considered a late cancellation because we would likely not be able to fill the spot.

We hope you can respect and appreciate that we implemented these guidelines because when people cancel with no lead time, we are often unable to fill the space, which causes our groomers to stand around with no dog to groom (sometimes for up to two hours for a single appointment). This is not fair to the groomers or to the other customers we have likely turned away. We also routinely experience customers who arrive 15-20 minutes late (or more), which throws off the entire schedule and causes all of the other dogs to be finished later than their owners expected. This causes customers to become very upset, and causes groomers to become too stressed and overwhelmed, which could impact their quality of work.

We believe our policies are very fair, and are similar to any hair salon or similar business that is appointment-based and in high demand.

If you are concerned because we have these cancellation guidelines and other grooming shops do not, these are the primary reasons why they are in effect.