

# The Retreat at Creekside, LLC.

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## **Grooming Cancellation and No-Show Policy**

We at The Retreat at Creekside pride ourselves on providing the best service to our furry guests. This cannot be accomplished without the participation of our pet parents. Because of this, we ask our pet parents to please report cancellations at least 24 hours (if possible 48 hours) in advance of the scheduled grooming appointment.

Pet parents who are scheduled for a grooming appointment and do not keep their reservation, without canceling, take up valuable space that could have been used by our other guests. Because of this, The Retreat at Creekside has a two-strike cancellation and no-show policy for those who fail to notify us of a cancellation or a rescheduling of an appointment in a timely fashion.

After the second no-show, clients will be required to pay a down payment at the time of booking the appointment. This will be treated as a deposit and will only be refundable if the client calls to cancel the appointment within the appropriate time frame.

The Retreat at Creekside reserves the right to refuse service at any time to any client without providing reason.