



Grooming Contract & Cancellation Policy

We are so happy you have chosen Pet Palace Resort & Spa for your furbaby's grooming needs! All grooms are BY APPOINTMENT ONLY and are allotted time for our groomers based on your furbaby's specific breed needs. Please arrive 5 minutes prior to your appointment time but Oops! if you are late, please understand it pushes back the other scheduled appointments for those arriving on time and there will be a late charge of \$15 applied. Anything over 15 minutes is considered a No Call/No Show and will have to be charged the full groom price and rescheduled. With that being said, we must have a credit card on file. The good thing is, if you need to cancel or reschedule, you may do so three OPEN business days prior to your scheduled appointment. Please take into consideration weather conditions and that all vaccinations need to be up to date too. We NEVER want to charge if we don't have to but want to be considerate to all our furry friends and especially our groomers. Once grooms are completed, pick up is within half an hour; otherwise, a daycare charge will be applied as space is allotted for each groom appointment time only. Thank you and we appreciate your understanding and compliance.

Don't forget, please reschedule or cancel three open business days (Monday - Friday) prior to the grooming appointment. This way we have the opportunity to get other furbaby's in!

Keep in mind when canceling/rescheduling, our office is closed weekends & most major holidays.

I have read this agreement on this date, _____, understand its terms and conditions and agree to provide required information and sign freely.

Credit Card Number _____

Expiration Date _____ CCV _____

Name on Card _____

Signature _____