



CANCELLATION POLICY

CANCELLATION AND NO-SHOW POLICY

At Bee & Bloom Grooming, we aim to provide a professional, reliable, and fair grooming service. To help us manage our schedule and respect the time of all clients, the following cancellation and deposit policy applies:

1. Deposit Requirements

A non-refundable deposit of \$20 is required at the time of booking to secure your pet's grooming appointment. This amount will be deducted from the final grooming fee if the appointment goes ahead as planned.

2. Cancellations & Rescheduling

We kindly ask for a minimum of 48 hours' notice for any cancellations or rescheduling.

- Cancellations made with more than 48 hours' notice will be eligible for a full refund of the deposit or, if preferred, the deposit can be carried over to your next appointment. This will be recorded on your account.
- Cancellations made with less than 48 hours' notice, or repeated rescheduling, will result in the deposit being forfeited.
- Appointments can be cancelled or rescheduled by calling us on 919-766-6887 or emailing Bee.Bloom.Groom@gmail.com.

Refunds (if applicable) will be returned using the original payment method within 14 days of the request. If an alternative method is preferred, please inform us in advance and we will do our best to accommodate.

3. Missed Appointments & Late Arrivals

- If you miss your appointment without prior notice (a "no-show"), the deposit will be forfeited and future bookings may require full prepayment.
- Clients who arrive more than 15 minutes late may need to reschedule to avoid disrupting other appointments. In such cases, the deposit will not be refunded.
- Consistent no-shows or last-minute cancellations may result in refusal of future services.

4. Aggressive or Unmanageable Pets

The safety of your pet and our staff is paramount. If we are unable to complete a grooming session due to your pet's aggressive, highly anxious, or uncooperative behaviour, the session will be ended immediately.

- A partial charge will still apply to cover the time booked and attempts made.
- We ask that clients fill out our dog grooming intake form honestly, especially regarding temperament, medical issues, or prior grooming challenges, so we can prepare appropriately and assess whether your pet is suitable to be groomed in our care.

We reserve the right to refuse or cancel appointments if we feel at risk or were not fully informed of the pet's behavioural needs at the time of booking.

5. Illness or Medical Concerns (Pet or Owner)

If your pet is unwell, has recently been injured, or is recovering from a medical procedure, please contact us before your appointment to determine whether grooming should go ahead.

- Pets showing signs of illness (e.g., vomiting, diarrhea, kennel cough, open wounds, or contagious conditions like fleas or skin infections) will not be groomed, and the appointment will be rescheduled.
- If your pet arrives and is found to be unfit for grooming due to illness or injury, we reserve the right to refuse the session for their safety and the health of other clients.
- If you or a household member are unwell and unable to attend the appointment, please inform us with as much notice as possible so we can rearrange.

In cases of genuine illness, at our discretion, the deposit may be transferred to a new date if notified in advance.

6. Weather and Emergency Cancellations

In rare cases, appointments may need to be postponed due to extreme weather, vehicle issues, power outages, or unforeseen emergencies on our end.

- If we are forced to cancel your appointment, we will contact you as soon as possible and reschedule at your convenience.
- In such cases, your deposit will be transferred or refunded in full.

We ask for your understanding during such circumstances, and we will always aim to accommodate you promptly.

7. Our Commitment

We understand that life happens, and occasionally appointments may need to change. Our goal is to remain as flexible and understanding as possible—while ensuring our small business can continue to operate fairly for all clients.

Thank you for your support and understanding.