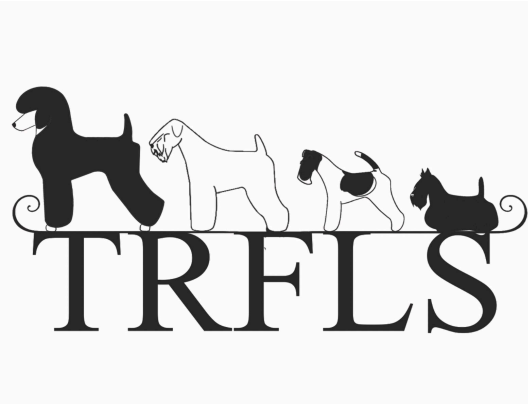

Deposit, Cancellation, No-Show & Tardy Policy

At **The Royal Four Legged Spa**, we value your time and the trust you place in us to care for your pet. Because each grooming appointment is reserved exclusively for your pet, this policy ensures fairness, transparency, and the ability to provide the highest quality of service for all clients.

Deposits

- A **$50 non-refundable deposit** is **required at the time of booking for all new clients**.
- Additionally, **all online bookings**, regardless of whether you are a new or returning client, **require a $50 non-refundable deposit**.
- This deposit will be **applied toward the total cost** of your scheduled grooming service.
- To **retain your deposit**, appointments must be **rescheduled or canceled at least 48 hours prior** to your appointment time.
- Returning clients booking by phone or in person may not be required to pay a deposit unless otherwise specified (for example, after multiple cancellations or no-shows).

Cancellations & Rescheduling

- If you **cancel or reschedule less than 48 hours** before your appointment, your deposit will be **forfeited**.
- If you **cancel within 72 hours** and choose **not to reschedule**, the deposit will also be forfeited.
- If you **fail to show up** for your appointment, it will be considered a **no-show**, and your deposit will be **automatically forfeited**.

By signing this agreement, you consent to the card on file being charged **100% of the scheduled grooming fee** for any **no-show appointments**, as this time cannot be rebooked on short notice.

Clients who cancel, reschedule with less than 48 hours' notice, or remove services during the appointment may be required to pay **50% of the missed services** before rebooking.

If a client has **more than two no-shows**, a **75% non-refundable deposit** will be required to secure any future appointments.

Late Arrivals

We understand that delays can happen. However, to stay on schedule for all clients:

- If you arrive late, we may need to **shorten or reschedule** your appointment.
- If we must reschedule due to tardiness, a **50% deposit** will be required to book your next appointment.

Acknowledgment and Agreement

By signing electronically or physically, you acknowledge and agree that:

- You understand and accept **The Royal Four Legged Spa's Deposit, Cancellation & No-Show Policy**.
- You authorize **The Royal Four Legged Spa** to charge the card on file for applicable deposits, cancellations, or no-show fees.
- You understand that a **$50 non-refundable deposit is required at the time of booking for all new clients**, and that **all online bookings**, regardless of client status, **require the same $50 non-refundable deposit**.
- This policy is an integral part of **The Royal Four Legged Spa Service Agreement**, and your acceptance of the Service Agreement constitutes acceptance of this policy.

Your **electronic signature, completion of digital forms, or continued use of our services** confirms that you have read, understood, and agree to this policy.