Pet Pickup Policy

At **The Royal Four Legged Spa**, we strive to provide a safe, comfortable, and stress-free grooming experience for every pet. To maintain an efficient schedule and prevent overcrowding, we require all pets to be picked up promptly after their grooming appointment.

Pickup Notification

- Clients will receive a notification approximately 15–20 minutes before their pet's grooming service is completed.
- All pets must be picked up within **20 minutes of receiving their completion notification**.

Late Pickup Fees

- **Extended Care Fee – $2 per minute:** Applies when a pet remains at the salon more than 20 minutes after the completion notification.
- **After-Hours Staff Retention Fee – $3 per minute:** Applies when a staff member must remain past the salon's scheduled closing time to accommodate a late pickup. This rate replaces the Extended Care Fee during after-hours periods.

Important Information

Our salons are grooming facilities, not boarding or daycare facilities. We have limited space to accommodate pets waiting for pickup, and late pickups can interfere with scheduled appointments and the care of other pets.

All applicable pickup fees will be charged to the card on file.

We appreciate your understanding and cooperation in helping us provide the best possible experience for every pet in our care.