

## NO-SHOW POLICY

Sometimes life happens. Something might come up, or you might have to simply change plans. I understand and politely request 48 hours' notice for any change of appointment. I acknowledge emergency situations do happen, in which case just inform me as soon as you can so I can cancel your appointment and get you a new one. In the event that not enough notice is given there will be a fee of 50% of your appointment cost for the first instance, 75% for the second and 100% for the third. If there have been three non-emergency No-Shows a prepaid appointment is then required to schedule your next appointment.



## Mats

Dogs who have medium to long coats can develop mats in areas of high friction. Mats are entangled strands of fur both living and shed, oils from the body and debris from the environment. They interrupt airflow in the coat, compromising the thermal barrier and trapping dirt and moisture against the skin. They are common behind ears, between front legs, next to the tail and pretty much anywhere your dog moves. Each mat is unique and the options available to remove them may vary from one to another, but each must be removed humanely. When there is no other way to remove the mat, clipping the fur becomes the only option. However sometimes there is the option to brush out the mat. Most often the area around the mat is sensitive and the fur in the mat is damaged so the process of brushing out the mat can be time consuming and so, more expensive. There is an additional fee based on time spent on any dematting service.

What preference do you have if mats are present in your pets coat and there is a choice?



Brush them out, kindly.

Remove by clipping the coat, carefully.



## Appointment Reminder

Give a Dog a Bath offers an appointment reminder service to help you to avoid No-Show fees. You will get a reminder text or call the week of your appointment.