



Appointment Cancellation Policy

We do want your business and good will. However, patient abuse of our scheduling forces this policy. This policy will not impact our clients who are responsible about keeping their appointments and/or those who give the proper advance notice.

Cancellation of scheduled appointment during business hours at least 24 hrs. prior to appointment time:

NO CHARGE

Cancellation of scheduled appointment during business hours within 24 hrs. of appointment time:

½ CHARGE

“No Show” – No phone call to cancel appointment:

FULL CHARGE

2nd “No Show” - minimum fee for appointment must be paid for in advance of scheduling another appointment:

PRE-PAY

**With at least a 24 hour notice, you may reschedule once and the pre-payment will still apply. After that, the entire pre-payment becomes the cancellation fee. No exceptions.*

Unavoidable circumstances may warrant special consideration, but please note that the above charges will apply to most cancellations. The courtesy call that you receive to remind you of your visit is usually made within 48 hours prior to your appointment. It is your responsibility to know when your appointment is scheduled. Less than 24 hours doesn't allow Rub-A-Dub Dog Bath sufficient time to offer that session to another client in need. Thank you for understanding the importance of keeping your appointment.

To cancel or reschedule an appointment, please call 707-642-3716.

****Calls left on the answering machine will be logged at the time they came in.***