

# *Little Champions Pet Grooming*

*5971 W. US Hwy. 52, STE. A*

*New Palestine, In 46163*

*317-861-9501*

*<http://www.littlechampionspetgrooming.com>*

Monday, September 22, 2008

## **To All Customers:**

As of September 29, 2008 we will begin enforcing a few policies that have been in effect since Feb. 2008.

**Scheduled Business Hours** are as follows:

M – W- 8:00am – 5:00 pm; Tu – Th – 7:00am – 5:00pm; Fri – 7:00am – 7:00pm

**One Time Arrival** for your pets scheduled service is imperative in order to be able to provide a prompt, stress free grooming experience for your pet. If pets are not checked in within 20 mins of the scheduled arrival time it might be necessary to reschedule your pets visit. If you think you might be late, or would like to arrive early, please call first and let us know. It might effect the daily grooming schedule.

**Early Drop Off Fee:** (Prior to 8:00AM M-W-Fri. or 7:00AM Tues. – Thurs.)

There will be a \$5.00 early Drop Off fee added for clients requesting appointments prior to our scheduled open time. This fee has become necessary due to there having been too many customers requesting this early time and not arriving on time.

**After Hours Pick Up Fee:** (anyone requesting pick up after scheduled business hours)

There will be a \$5.00 After Hours Pick Up fee added

**Late Pick Up Fee:** (pets not picked up within one hour of designated pick up time)

There will be a 30.00 per hour late fee assessed on any pet service that is not picked up prior to the agreed upon pick up time unless prior arrangements have been. We realize that sometimes it can't be helped and these instances will be dealt with on a case by case basis.

**Cancellation Policy:**

24 hours advance notice prior to your appointment time or a fee will be assessed in the amount of \$35.00 or the cost of the service whichever is greater.

**Returned Check Policy:**

If the amount is cleared within 24 hours there will be a \$5.00 Fee assessed, after that the fee will be \$35.00