Cancellation Policy

At Cozy Quarters, we understand that plans can change. Because appointments and boarding reservations are scheduled in advance and reserved specifically for you and your pet, we kindly ask that you provide adequate notice when cancelling or changing a reservation.

Grooming & Boarding Cancellation Policy

- 24-Hour Notice: All grooming appointments and boarding reservations must be cancelled at least 24 hours in advance of the scheduled appointment or reservation time.
- Late Cancellation: Cancellations made with less than 24 hours' notice will result in a charge of 50% of the scheduled service.
- No-Show: Failure to show up for a scheduled service or boarding reservation without prior notice will result in:
    - Boarding: A charge of **75%** of the reserved boarding service.
    - Grooming: A charge of **100%** of the scheduled grooming service.

These policies help us maintain availability for our clients and ensure that our staff can properly plan for the care of every pet.

Thank you for your understanding and for respecting our cancellation policy.

— Cozy Quarters Management