

Howling Dogs Spring Newsletter

1st January 2022

SNOW

If we have heavy snow we will have to rearrange your appointment due to the van not being 4 wheel drive .

BACS /Payments of Grooms

All groom payments must be paid for at time of the groom unless prior arrangements have been made, unfortunately we are still having issues with **BACS** If we have to chase you up there will be a £10 admin fee and all future payments will have to be made by **card, cash or**

Contact Details

Please can you make sure we have up to date contact information for you (mobile/landline), incase we need to contact you or send groom reminders.

Cancellations/covid
Please allow at least 48hrs notice if you need to cancel to avoid a £20 fee.
If you have covid / symptoms, please contact us to discuss options for safe hand over / rearrangement

CANCELLATION POLICY
Flea Control Policy
Your pet will be returned with a cleaning fee, if found to have fleas during the grooming session due to all the additional cleaning that is involved .

WADARS

We would like to say a big thank you to all our customers for all your Christmas gifts, support and raffle tickets, we will be making this an annual event. Thanks to your generosity we raised **£361** the winner was holly the bichon from West Chiltington. Thank you for your continued support.

Advance Bookings

Please be advised when making advance bookings that if you need to rearrange an appointment due to high demand we may not be able to rebook you in until the following month .

Price increase

Due to fuel and product increase as from the 1st April 2022 there will be a small price increase of £1-£2 per dog .

Arrival time

Due to traffic and how quickly your pet is groomed please allow 60 minutes either side of your appointment for us to arrive please bear this in mind when making your next grooming appointment to avoid a cancellation fee .



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Please stay safe and well
Paul & Melanie
and the team

