



Cancellation Policy

Please be aware of our policy regarding missed appointments.

Appointment Cancellation

Please notify Fit Dogs as soon as you know you will not be able to make your appointment. There is usually a waitlist for appointments, and this will give us time to reach another doggie wanting to swim.

Minimum cancellation notice is **24 hours** in advance. Please either call us at **416-929-9287** or email **info@fitdogs.ca**

Late Cancellations/No-Shows

A **cancellation** is considered late when the appointment is cancelled less than 24 hours before the appointed time.

A **no-show** is when a client misses an appointment without cancelling.

In either case, we will charge the client **50%** of their swim session as a missed appointment fee.

Note: For **swim orientations**, a late or no-show cancellation will result in a **100% charge** for the session as a missed appointment fee. Failure to pay may result in loss of pool privileges.

TO CANCEL YOUR APPOINTMENT:

Please either call us at **416-929-9287** or email **info@fitdogs.ca**

Thank you for your co-operation.