

No-Show Policy

Last Updated: November 2025

1. Definition of a No-Show

A “no-show” occurs when:

- An appointment is missed without prior communication
- You are more than 15 minutes late without notifying us
- You cancel less than 2 hours before the scheduled time

This includes puppy pick-up appointments, puppy selection visits, virtual calls, wellness consultations, and application review calls.

2. First No-Show – Courtesy Warning

We send a reminder and allow rescheduling.

Important: You risk losing your choice of a puppy if this visit was a puppy selection appointment as other appointments have more than likely already been scheduled. This means if you were the first appointment and had a choice out of an entire litter, you no longer will have that choice, as rescheduling will more than likely be after all other scheduled appointments, thus leaving you last choice.

3. Second No-Show – Scheduling Deposit Required

A non-refundable scheduling deposit of \$25–\$50 will be required before booking another appointment.

4. No-Shows for Puppy Pick-Up

- A first no-show may result in a \$50 fee and rescheduling at the breeder’s convenience.
- If a second no-show occurs, you automatically forfeit your puppy as well as any deposits made to date.
- If a puppy is not picked up within the agreed timeframe, additional boarding fees may be applied for each day until your reschedule date.

5. Impact on Future Placement

In order to ensure that puppies go to committed and prepared families who respect the scheduling process, multiple no-shows will affect your standing on our Notification List and your eligibility for future puppy placement.

6. How to Avoid a No-Show

Notify us via text, phone call, email, or Facebook Messenger if you need to adjust your appointment.

7. Breeder Discretion

Fees may be waived or enforced depending on circumstances. Repeated no-shows may prevent future scheduling.

8. Acknowledgement

Booking an appointment signifies agreement to this No-Show Policy.