Configure Route Protection for Mobile Grooming

Choose an address rule, protect travel time, and understand when staff can override a blocked route.

Turn on route protection and choose the safety checks

1. Set **Business Model** to **Mobile Grooming** or **Hybrid** under Organization.
2. In **Settings > All settings**, open Route protection.
3. Check **Turn on route protection** and review **How service areas limit bookings**. **Require an eligible service area** keeps customers inside eligible circles. **Keep the day in one service area** also matches the area of the first eligible stop. **Keep stops near the first appointment** applies the required distance limit. **No service-area rule** leaves that particular check off.
4. Review **Same-day distance limit**, **Maximum drive time between appointments**, and **Allow administrators to override a blocked route** as applicable. Select **Save Customer Booking**.
5. Compare a few addresses and times using the hosted booking link. Choose an inside and an outside address and review the results without submitting on a live page.

When staff can save an appointment that breaks a route rule

When **Allow administrators to override a blocked route** is on, a staff member with suitable administrator permissions can give a reason for saving an overrideable staff booking. A maximum-drive-time warning has its own **Save anyway** handling.

Exact customer times that fail applicable checks are withheld or rejected when saved. A broad request window can still come in for staff review. Customer booking never applies a staff override.

Advanced rules are included in Smart Route and Team Route. Check current plans for the basic and advanced options. Route protection validates a placement against the current day. It does not reorder your stops.