Set Up Online Booking for Your Grooming Business

Prepare a public service and appointment availability, turn on customer booking, and review the saved page before sharing it.

Prepare one bookable service

1. In Services & pricing, choose an active service you want customers to book. Enable it for public booking and review allowed pet types, pricing and duration.
2. Confirm your working hours and how customers will choose a time. If your setup uses fixed starts, review Fixed Bookable Times. A mobile or hybrid business should also check where it accepts customer addresses.
3. Decide whether staff should review requests or automatically confirm eligible bookings. Stripe, deposits and forms are optional. Set them up first only if you want them in the booking flow.

Turn on customer booking

1. Sign in as the owner and go to **Settings / All settings / Online booking rules**, or open Customer booking.
2. Turn on **Customer booking & self-service**.
3. Review the booking approval policy, service and pet choices, address requirements and scheduling limits.
4. Select **Save Customer Booking**. The saved switch determines whether customers can book and use self-service. You can prepare settings while the switch is off.

Review before sharing

Use **Website Booking Widget / Preview business page** to check the public information. Open the **Hosted booking link** in a private window to see what an unverified customer sees. If booking still appears unavailable, check the saved setting, membership access and at least one eligible service. Once the walkthrough looks right, share the booking link.

If you book mobile visits, see how travel and daily territory limits affect the customer journey in Route-aware online booking.