Booking, Cancellation & Rescheduling Policy:

We know plans can change. If you need to cancel or reschedule your appointment, please provide at least 12 hours' notice whenever possible.

Appointments may be rescheduled at no charge with 24 hours' notice. For cancellations with less than 12 hours' notice or missed appointments, Mystic Goat Specialty Cleaning reserves the right to require a deposit for future bookings.

Please make sure we have access to the equipment or area being serviced at the scheduled appointment time. If we are unable to perform the service due to lack of access, the appointment may need to be rescheduled.

We occasionally encounter conditions that require additional time or prevent a service from being safely completed. If this happens, we'll explain the situation and discuss your options before proceeding.

Need to make a change? Contact us as soon as possible and we'll do our best to accommodate you.

Service Area & Travel Policy:

Mystic Goat Specialty Cleaning primarily serves Tacoma and Gig Harbor with some surrounding areas within Pierce County. Appointments outside our standard service area may be accepted based on availability and are subject to a $50+ travel fee. We will contact you prior to your appointment if a travel fee applies for you location.