**SALON POLICIES**

**Spanky’s Spa accepts pets for grooming under the following circumstances:**

* Your pet is healthy, and of sound mind. A grooming that takes place on pets with known medical conditions or an elderly pet will be at the owner's risk. We expect the owner to disclose ALL KNOWN MEDICAL ISSUES with the groomer so it can be noted in your pet's profile.
* Any pet administered a prescription sedation medication to alleviate anxiety prior to its grooming appointment must be reported to us as some medications do run the risk of side effects such as seizures. Should your pet experience such, your groomer will immediately stop the service, call you for an immediate pickup, and keep your pet comfortable until your arrival. Spanky’s Spa will not be held liable for any side effects incurred from a medication you administered prior to the grooming process.
* The grooming process may expose pre-existing health or skin conditions that are not visible to the eye. Spanky’s Spa will not be held liable in such cases.
* The pet's rabies vaccine must be up to date (as required by law). We will also honor rabies titers or a medical waiver that has been issued by a licensed vet.
* In the event of an emergency, in your absence, you authorize Spanky’s Spa to contact one of the nearest veterinarian offices and authorize the veterinarian to treat the pet as necessary at your expense.
* Payment is to be made in full at the time of service. Payment can be cash, credit card, we do not accept checks. Our rates are based on the breed, size, age, coat condition, and time it takes to groom. Nail cutting and ear cleaning are part of all our grooming service packages unless the process causes too much anxiety for the pet or becomes too dangerous for the groomer.
* Tips are greatly appreciated by your groomer directly in the form of cash or Venmo.

**Knotted & Matted Pets:**

* De-matting (removal of knots) will only be performed on a pet in areas not deemed "too sensitive" or when the groomer feels it's not going to be too stressful and/or uncomfortable for your pet. However, if mats and knots cannot be removed without stress, a complete coat removal (shave down) will be recommended so that a new, healthy, and even coat can grow in. The length of coat left on your pet will be determined by how tight the matting is on your pet's skin as the blade needs to get under the matting in order for it to be done correctly. When such a procedure is performed, please note that it will dramatically alter your pet's appearance for at least a few weeks until a new coat grows in.
* Shaving your pet down may expose pre-existing health or skin problems that were not visible to the eye these are not caused by our groomer. Spanky’s Spa cannot be held liable in certain situations, some pets could experience a mild irritation or red blotches of the skin after a shave down; depending on how badly they were knotted. This is normal in most shave down situations, the circulation takes time to get back to the surface of the skin, this can last a couple of days at most. In most instances, a vet visit is NOT necessary. Any vet visit incurred because of normal and common "shave down" side effects will be the sole responsibility of the pet owner. However, your groomer will be happy to discuss ways to help keep your pet comfortable until those side effects subside.

**Flea & Tick Issues:**

* If your pet should arrive at the spa and there is evidence of fleas, it is Spanky’s Spa policy to perform a all-natural flea bath, this additional service will be the responsibility of the pet owner and an additional $40.00 fee will be added to your final bill/receipt.
* We will remove ticks found of your pet at no additional charge.

**Arrival & Pick up times:**

* We would appreciate you and your pet arriving for your appointment on time, we understand that situations happen, you might be running a bit late, we would appreciate a call to inform the groomer if this should happen.
* If you happen to be more than 20 minutes late, our groomer will do his or her best to complete all services within the time frame scheduled for your pet. The groomer may also request you to reschedule if the groomer feels that he/she cannot perform services due to timing.
* You will receive a call 15 minutes prior to your pet being ready to be picked up. We have limited space and drop off and pick up parking only, so we would appreciate your pet being picked up within 30 minutes of our call. If your pet is left in our care over 45 minutes, we reserve the right to charge a service fee of $5.00 for each additional 15 minutes thereafter.

**Cancellations:**

* Spanky’s Spa requires 24 hours’ notice prior to cancelling or rescheduling an appointment. Anything prior to 24 hours will incur a $50.00 last-minute cancellation fee. However, in the event of inclement weather, a family emergency, or any other uncontrollable circumstance, the groomer has the discretion to waive the last-minute cancellation fee.
* We reserve the right to cancel or reschedule a grooming service should your pet's groomer have an emergency or is sick that prevents her from coming to work. However, every effort will be made to shift your pet's grooming service to another groomer if the schedule allows it on the same day or reschedule at a time convenient for both the client and the regular groomer.

**No Shows Appointments:**

A "no-show" is when a client has confirmed an appointment but does not show up for the appointment and does not contact us or the groomer to cancel or reschedule. In this situation:

* Spanky’s Spa reserve the right to charge the FULL grooming fee due to the loss of the appointment time and revenue caused by a "no-show". The fee will need to be collected prior to making any additional appointments. We would appreciate if you could make every effort to call to cancel or reschedule when possible, to avoid such situations.

**Additional FYI**

* Please make sure that all dogs getting out of your vehicle to approach our Spa, are on a secure leash or carrier. Make sure their collar is on tight enough where they can’t get out of it. We are on a main road and it is critical that you maintain control of your pet.
* Before your appointment, please give your pet enough time to have gone to the bathroom. We have a cleanup fee of $8.00 for any pet mess within our spa.

**Vaccinations**

* Vaccines proof is required before any appointment can be confirmed, Rabies required for pets over 5 months old.