**LOTUS PET SPA’S GROOMING POLICIES:**

* NO SHOW/CANCELLATION:
  + Our scheduling system automatically sends out confirmation texts for each appointment. Please confirm by responding to the text with a “C”. This is an automated number so any other responses are not received. If you need to cancel, please call or text the salon at 262-395-5675.
  + Lotus Pet Spa requires 24-hour notice when cancelling or rescheduling an appointment.  We require this time so our groomers have enough notice to fill the appointment time. We do understand that things come up and try our best to work with our clients to reschedule in a timely matter
    - 1st no show/late cancellation: there will be no fee as we understand things do come up sometimes.
    - 2rd or more no show/late cancellation: a fee of the full groom price is required to be paid in order to reschedule your appointment. Your groomer may require that you prepay at time of booking for your future appointments.
* LATE FEES:
  + Our groomers work with one-on-one appointment times. Being late may put the groomer behind for their other appointments of the day. We understand that things come up and sometimes you may be running late! While we try our best to work with our clients, we do have a grace period of only 10 minutes past your appointment time.
* If you are 10 or more minutes late, your groomer reserves the right to accept your dog with a late fee if their schedule allows. Our groomers also reserve the right to decline the appointment and reschedule (This will count as a no show/late cancelation).
* PICK UP/DROP OFF TIMES:
  + Our groomers work with one-on-one appointments and have limited space. We **do not** receive early drop offs unless discussed prior to appointment day.
  + We do ask that your pup be picked up within 30 minutes of you being notified that their service is complete. If you need to leave your pup longer, please speak with your groomer prior to appointment day to make sure there is adequate space for your pup to stay. If you do not pick up within the asked time, there may be a late pick-up fee added to your ticket.
* GROOMING PRICES:
  + Our stated prices are a starting price based on your dog’s breed, size, and the amount of time needed. Every dog has different needs when it comes to grooming. Some may require more time than others. There are many reasons why a pups grooming may be more than the starting price.
    - They have not been on a 6–8-week schedule. More hair requires more work.
    - They have matting that requires extra time and skill to remove.
    - Your pup may not be the biggest fan of being groomed and may not be on their best behavior. Bad behavior also requires extra time and handling.
    - Your pup was extra dirty and required more than one bath.
* ACCIDENTS/UNFINISHED GROOMS:
  + Lotus Pet Spa always keep safety as its number 1 priority. We care greatly for every pup that comes into our care. No matter how experienced or careful a groomer may be, accidents can still happen. Grooming tools are very sharp and the pups can be very squirmy. We will always let you know of any incident that happens while in our care.
  + Matted coat can cause a variety of issues with your pup’s skin. If the coat is matted, we will require a matted pet release to be sign in order to continue with the service.
* If your pup is having an extremely difficult time, it may be best to stop the groom unfinished. Your groomer reserves the right to end service if they feel they cannot safely finish. We always keep your pup’s best interest at heart and your groomer will have recommendations on your pups future grooming. You will be charged for the services that were completed.
* VACCINATIONS:
  + Lotus Pet Spa does not require vaccinations for services. It is your responsibility to maintain your pet’s vaccination status per Wisconsin state law.
* We do not allow pets of different families to come into contact with each other while in care.
* If your pet were to bite, you may be asked to provide proof of rabies for the groomer’s medical safety. If medical attention is sought, Wisconsin state laws will fall into place.
* FLEAS/TICKS:
  + We strive to keep a flea free environment. Please **do not** bring your pup in with fleas. If your pup is found to have fleas while in Lotus Pet Spa’s care, a flea bath will be given at an extra cost to you.
  + Any ticks that are found on your pup will be removed and the area of bite will be pointed out to you at pick up. There may be an additional fee for removing ticks.
  + While we always recommend your pup be on monthly flea/tick preventatives, Lotus Pet Spa cannot be held responsible if your pet were to contract fleas.
* BATHROOM BREAKS:
  + Due to liability concerns, we are not able to take your pup outside for bathroom breaks while in our care. Please make sure they go before just before you leave for your appointment.
  + Please be respectful of our neighbor’s property and **do not** allow your dog to use the bathroom in front of their buildings.