

## **Dematting Policy**

It is the OWNERS duty of care towards their dog to maintain their coat between professional grooming. If owners fail to attend to their dog's coat, then in the interests of the dog, I will shave off matted areas to prevent unnecessary suffering. I will try to minimise the aesthetic impact of this but in the case of a felted mat, this may require removing all the fur from the matted area.

When a dog presents in a severely matted condition, it is From Scruffy to Fluffys policy to shave the whole coat using electric clippers with a close blade. In these circumstances to de-matt would cause the animal stress and discomfort and therefore shaving a coat is quicker and gentler on the animal. Dogs can be traumatised by lengthy and uncomfortable de-matting sessions and it can put them off the grooming process for life.

If you require help and advice on how to care for your dog between grooming sessions, please do feel free to ask, I will be more than happy to chat. You will find some information on how to prepare your dog for a grooming session on the next document "Preparing your Dog".

NB: De-matting can be a time-consuming process and extra time will be chargeable. You will be fully consulted and made aware of any additional charge to be levied.

Matting leads to many skin conditions

- Hot spots and sores
- Skin rash
- Flea infestations
- Fungal and bacterial infection
- Yeast infections
- Moist eczema
- Urine and faeces scalding
- Mites and lice
- Maggot infestation
- Eye and ear infections
- Severe itching
- Discolouration/staining of fur, also parasites such as fleas and ticks can be present without your knowledge, because the matted coat hides them.

A matted coat that has to be clipped off may reveal problems due to long-term neglect. Problems caused by the inability of the skin to breath properly, may include sores, skin infections and parasites. A dog upset by any of these may have been chewing at his skin in an effort to alleviate irritation of an inflamed area.

Dogs feel different after a matted coat is clipped off; the majority of dogs fell lighter, cooler and full of life. Very matted coats can be heavy and hot, therefore when they are removed, some find this new sensation strange and may take time to adapt to the feeling. The removal of a large weight of hair from a dog's ears may cause ear shaking and scratching, leading to Haematoma (rupturing of small blood-vessels) in the ear.

**By agreeing to my terms and conditions on the Pet Record form you are accepting this policy**