

De-Matting & Flea Policy

Regular brushing of a dog’s coat to prevent matting along with regular effective flea treatment should be maintained at all times.

We appreciate however that despite every effort by some owners to brush their dogs, there will be a number of dogs whose coats will have become matted. If this is the case, dogs will be clipped short in order to remove matting.

**De-Matting Policy-**

We groom humanely and we abide by the Animal Welfare Act 2006.

When a dog is presented to us in a severely matted condition, it is our policy to shave the whole coat using electric clippers with a close blade. To de-matt would cause the dog stress and discomfort, often leaving a very thinned and damaged coat. Shaving the coat is quicker, gentler, and kinder for the dog. Many dogs are traumatised by unnecessary hours of de-matting, putting them off grooming for life. If de-matting is required this will be discussed during your consultation.

A severely matted dog can suffer from many conditions-

* Hotspots and sores
* Fungal and bacterial infections
* Yeast infections
* Flea infestations
* Mites and lice
* Urine and faeces scalding
* Eye and ear infections
* Severe itching

Once the coat is removed, the skin can be red due to the lack of air circulation and dirt that has accumulated underneath. Occasionally there are sores or infection, this may need veterinary treatment. Dogs tend to scratch and rub their skin after shaving- this is normal, however some can over scratch and this may lead to broken skin. If in doubt speak to your vet.

We will be more than happy to show you how to look after your dog’s coat.

**Flea Policy-**

Please ensure that your dog does not have fleas when he/she visit us. Finding fleas at any time on any dog that visits us means that we have to use additional products on your dog as well as treating the whole salon in order to maintain a clean and flea free environment. This not only proves costly both in terms of additional products but also in time spent sanitising the salon. For this reason should we find fleas on your dog an additional charge of £10 per dog will be added to the grooming charge.

If you would like any help or guidance on the treatment of fleas please speak to your vet.

Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_