

LoveDog Grooming Ltd



Customer de- Matting policy

At LoveDog grooming we work in accordance with the Animal welfare act 2006. This means that while your dog is in our care we will treat them with the utmost care to ensure the best possible experience for your dog.

We will always put the welfare of the dog first, therefore we will not cause unnecessary suffering to your dog by attempting to de-matt excessively matted coats.

Matted coats cause a variety of skin & health problems. Matted fur can be painful and does not allow for air circulation to the skin, which can cause overheating and an inability of you dog to regulate its body temperature. Matting can causing hot spots, bacterial and fungal infections.

Unfortunately certain breeds of dogs are more prone to matting due to their coat type and require regular bushing and combing at home.

If you are unable to pass a comb through your dogs coat prior to your grooming appointment the coat is matted. We are willing to de-Matt small patches taking no more than 15 mins but not wide spread matting it can be painful for your dog.

We regularly have conversations with owners who are upset and disappointed their dog requires a short cut due to matting, keeping you dogs coat tangle free and healthy is your responsibility not the groomers.

When a dog's coat is matted it may need to have a very short clip, this can cause irritation as the blades have to cut incredibly close to the skin below the matted area, this takes far longer than a regular clip and means the clipper blades can get very hot and have to be changed regularly to avoid burning your dog's skin. During this process It is also possible that we may uncover nicks, cuts or other potential problems which have been hidden by the matted hair.

We are always very careful when carrying out this process however, there is a greater risk because of the severity of matting that skin irritation from the blades can occur and also cuts on the skin from the clipper blade.



Customer de- Matting policy continued/

A dog that has excessively matted ears requiring to be shaved can suffer from a hematomas. Ear hematomas occur when a blood vessel in the ear bursts and bleeds into the space between the ear cartilage and skin. This is most commonly caused due to the blood vessels having been restricted by the tight matting, on release the blood rushes to the tip of the ears causing the dog to shake the ears this can cause bleeding and the ear to split.

It is never a good experience for a dog that's coat has been neglected to the point it has to be shaved. Psychologically this can affect your dogs behaviour, they can seem quite traumatised by the experience and display unusual characteristics, ie not eating, quiet, withdrawn, unusually clingy, whining etc. These symptoms usually pass but can take a couple of weeks to settle.

LoveDog grooming is a ltd company and our staff are highly trained, we are covered by a policy of public liability insurance should anything ever occur, our customers can be rest assured they are protected.

However if your dog arrives for grooming with a dirty matted coat we accept no responsibility whatsoever to any injury or condition that occurs as a result of you dog requiring shaved.

LoveDog grooming ltd reserve the right to stop a groom at any point if they have concerns for the health and safety of your dog or our staff. Full payment will still be required for the groom.

If your dog is continually brought to our premises in a neglected matted condition we may contact the SSPCA, we will inform you if this is our intention.

As stated your dogs welfare is our priority and we will not compromise that for anything.

Should your dog have an adverse reaction or begin to suffer from any of the side effects listed after leaving our premises please contact your vet ensuring you give accurate details to the vet regarding your dogs condition so that a proper diagnosis and treatment can be administered.

Customer de- Matting policy continued/



Extremely matted dogs will incur an additional fee that will be agreed depending on the severity, this will be agreed prior to grooming.

Please be mindful that your dog may experience feeling particularly cold if they are not used to being so short therefore a coat maybe required in cold weather also in warm weather your dog is at risk from sunburn as they no longer have a coat that protects there skin from harmful rays.

We are very fortunate to have a very good relationship with our customers so please feel free to discuss any concerns or questions that you may have.

Please sign to confirm you have read, understand and agree with our conditions

Customer/owner/ person responsible for :-

X.

Date