PAW BABY GROOMING
MATTED COAT POLICY

NEGLECTED & MATTED COATS

Matted coats and excessive undercoats cause a variety of health problems for your pet. Matted fur does not allow for air circulation to the skin, causing hot spots, bacterial and fungal infections. Fleas, ticks and other parasites may be lurking in the coat causing further skin infections. Matted fur also pulls and binds, causing pain to your pet when they move or lay on their mats which can make the skin underneath raw and inflamed.

We always groom within the tolerance levels of the dogs we cater for to ensure they enjoy the grooming experience without distress.

In the event that your pet's coat needs to be clipped down to release it from matting or coat neglect, Paw Baby Grooming, its owner and operator are not liable for any post-grooming effects of this procedure, which is not without risk.

Any humane de-matting will be undertaken solely at my discretion, in compliance with The Animal Welfare Act 2006 (clause 5 - Animals are to be protected from pain, injury and suffering).

De-matting during a routine groom is limited to a maximum of 15 minutes and is only possible if the matting is minimal. For severely matted coats where de-matting isn't possible, the only humane way to deal with this will be to completely clip off the coat. *You will be informed prior to me carrying out this procedure.*

We will not be held responsible for any pre-existing or new skin conditions which may arise due to having to be clipped short.

We will not be held responsible for any minor nicks or cuts caused, due to having to remove tightly matted coats.

We will not be held responsible for any Haematomas caused from the removal of heavy ear matting. Ears may also bleed at the tips when tight ear matting is removed, due to pressure released within the ear.

Dematting and removal of matted coats is charged in addition to your normal groom fee. Charges may be from £5 - £10 depending on severity of condition.

Signed:

Name:

Date: