



## De-matting Policy

We groom humanely at Muts Cuts and we abide by the Animal Welfare Act 2007.

Sometimes it is necessary for a severely matted coat to be shaved off completely, if the matts are tight and close to the skin it would be extremely distressing for the dog to be 'dematted', and ultimately, at Muts Cuts, the dogs wellbeing is always paramount. Many dogs are traumatised by unnecessary hours of de-matting, putting them off grooming for life. Shaving your dog is by far the kindest thing to do if the coat is heavily matted. If we find your pet to be matted once we have started grooming we will contact you to inform you that we intend to shave your dog. If we can't get hold of you we will shave the dog, in the interests of welfare. Please see Client Consent Form

In this case, our aim would be to work together with you and your dog as the coat regrows (and they do, very quickly!), to ensure we maintain a healthy new, matt free coat.

A matted coat can cause many nasty infections and infestations, for example:

- Hotspots & sores
- Fungal & bacterial infections
- Yeast infection
- Moist eczema
- Mites & lice
- Urine & faecea 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 this may lead to broken skin. If in doubt, please speak to your vet.

Please note: our normal grooming charge does not include de-matting dog's, this may be charged for at an extra cost.

We are more than happy to offer advice on keeping your dog's coat matt free. It can be difficult to maintain a dog's coat, particularly low shedding coats, like the very popular poodle crosses. However, with grooming at home, and regular visits to the salon it can be done. It is essential for the wellbeing of your dog.