

# BURNS

## Matted Dogs Policy

In addition to our Terms & Conditions, **Burns** has policies in place with regard to Matted Dogs. Please read the information below and sign prior to your dog's groom.

Your written permission is required to clip off a matted coat. If during this procedure your dog becomes exhausted, distressed or we find an underlying skin condition, we may have to stop the groom and to ask you to bring your dog back another day after veterinary treatment has been sought so that we may complete the groom. There may be an additional charge for this. We recommend that you set up regular grooming appointments to maintain good coat condition and prevent the need for clipping off a matted coat again.

In line with the Animal Welfare Act, **Burns** will not subject any dog to extensive de-matting attempts as these can cause considerable pain and distress to the dog, as well as causing micro-tears to the skin. Not only this but attempts to comb out matts will damage the structure of the hair, which may well subsequently cause more matts to form. The only solution to severe matts is to clip the coat off. Should the matting be extensive, there will be an additional charge to cover the time required to carry out the procedure.

Just like the knots and tangles you may get in your own hair, matting is a common condition found in dogs' and cats' fur, especially those with long hair. It can cause pain and discomfort if left unchecked and we always recommend regular brushing and combing at home to keep this to a minimum. Matting can be caused by a wide range of things from temperature and humidity to the rubbing of a collar or harness, but the main reason is due to a lack of regular brushing and combing at home.

Although tangles may appear cosmetic, matts can pose a real health concern to dogs. Failure to thoroughly brush out the coat can lead to the build-up of matts close to the skin that cannot be brushed out without causing the dog distress and pain. Matted coats can cause the following problems:

- Skin irritation caused by dirt and dander
- Parasites such as fleas, ticks and even maggots may become trapped under the hair and cause skin infections
- Sores and hair loss - as matts become tighter, they can pull on the skin, causing lesions and hair loss
- Matts can obstruct the skin and hide conditions such as hot spots, sores and other skin issues. These can only be revealed once the hair has been clipped off and may need treatment.
- them to be groomed at all.
- The skin beneath tight matts are usually raw and inflamed
- Ear bleeding - if the ears are heavily matted, circulation can be restricted. Once the matts have been removed, the dog may feel 'tingling' as the circulation returns and may shake their heads excessively, causing bleeding.

- De-matting of younger dogs tends to make them dislike grooming to the point that they become VERY difficult to work with, and may even become biters, requiring them to be muzzled for them to be groomed at all.
- When a dog is severely tangled or matted, it causes greater stress on the dog to be de-matted. Since your dog has no way of telling us that we are hurting him/her, their only alternative is to bite.

## Clipper Rash

There is a chance that your dog's skin will become irritated during the clipping process, as the clippers work their way through the matts. This is because the matted hair rests tightly against the skin and the only way of removing them is to use a short blade to clip between the skin and the matts. It is possible that your dog may be nicked because the Groomer has to work so closely to the skin to remove the entire matted coat - **Burns** will be as careful as possible but it is important to know that the possibility of injury exists and that we will not be held responsible. This also includes any after-grooming effects of matt clipping procedures, which could include, but are not limited to the following: itchiness, skin redness or self-inflicted irritations/abrasions from excessive external rubbing. Of course, all precautions will be taken by our trained groomers.

Should any dog have extensive matting around the ears, there is a possibility of an Aural Haematoma occurring owing to the release of the matts. When matts have formed tightly against the skin and constricted the circulation, the release causes a rush of blood to the area which can feel strange to the dog, akin to pins and needles in humans. This new feeling can cause some dogs to shake their heads repeatedly, which can damage the ear tissues, resulting in pooling of the blood and occasionally result in bleeding **Burns** will take steps to minimise this risk, by releasing the matts in stages and using a 'happy hoodie' to keep the ears above the head, but you should be aware of the risk of this occurring.

If **Burns** believe your dog to be at risk of an Aural Haematoma forming, our highly skilled groomers will take steps as outlined above and will explain to you how to manage the situation once home. Our groomers may occasionally send your dog home with a Happy Hoodie to protect the ears from further injury or irritation, which will need to be returned to our salon afterwards and recommend that you supervise your dog as much as possible to prevent them licking and scratching clipped areas until the desire to scratch has passed, this may take a few days. Obviously, we will do everything we can to avoid this happening, but it is sometimes unavoidable, so please be aware that there is a possibility it could happen. If it does happen, we would recommend taking your dog to the vet for a check-up, explaining that the ears have been trimmed due to excessive matting.

By signing below, I acknowledge that I have read, understood and accepted the above terms and conditions and release **Burns** from the responsibility of the above shaving process and any problems that may be uncovered or occur during said procedure. Should my pet need veterinary care after or during the process I agree to pay any and all veterinarians fees for my pet's care. I further agree to obtain veterinary attention for my pet within 24 hrs of the grooming date should such action be advised.

Signed

Print Name

Date

Dog's Name

## What should I expect after clipping?

Clipping off your dog's coat will dramatically change their appearance and the hair will be very short and close to the skin. It's very important to give them a positive reaction when you see them for the first time, as they will likely feel very different after having their coat clipped – much lighter, more comfortable and a lot cooler. Your dog will be happy to be less restricted and is likely to be full of life. It is also not unusual for your dog to go off their food after a clip, however if normal behaviour doesn't resume within 24 hours or you have any concerns, we recommend seeking veterinary advice. Clipping may also expose pre-existing skin complaints, injuries or abrasions which require veterinary attention and we will alert you to this and halt the groom if found, and rebook once appropriate vet attention has been given.

As dog owners, we all want to do our very best to make sure our best friends are happy and healthy. Of course, while good exercise routines and healthy diets are great places to start, it is just as important to think about a regular grooming routine too. Establishing a good grooming routine will help to: Maintain good skin and coat condition Prevent painful matts Spot any underlying health problems or unwanted visitors (like fleas or ticks) Our highly trained groomers can advise on how often your dog should be professionally groomed, as this can vary depending on breed, coat type and your styling requirements. We recommend booking appointments in advance which can be done upto 12 months in advance for peace of mind and happy to carry your deposit over for each appointment.

Home grooming should also be part of your general dog care routine, with regular brushing and combing in-between appointments to keep the coat free of dead hair and dust, and to reduce matts and tangles. This should be introduced slowly and in a positive way to help your dog and once again our groomers will be more than happy to explain the best procedure and equipment to help keep your dog in lovely condition.



# John Burns BURNS Dog Spa Clipping Policy

