

OUR DE-MATTING POLICY

DE-MATTING (BRUSHING OUT) OF SEVERELY MATTED DOGS IS NOT OFFERED AS ONE OF OUR SERVICES. DOGS WITH MATTED AND SEVERELY NEGLECTED COATS WILL REQUIRE AN EXTRA CHARGE AND WILL BE GIVEN A VERY SHORT CLIP.

De-matting of younger dogs tend to make them dislike grooming to the point that they can become VERY difficult to work with and may even become a biter, requiring them to always be muzzled to be groomed.

De-matting of older dogs can be so mentally and physically stressful for them that it places their health and well being in jeopardy.

De-matting is very painful to your dog, and is especially difficult for dogs which have pink or sensitive skin.

De-matting of large areas, especially when the matts are close to the skin, can result in a brush burn, which can be as serious as a third degree burn on a human and may require medical treatment.

We only do Humane grooming here so please do not expect us to brush out a severely matted or tangled coat. If you have a long-haired dog and wish to maintain the long length, there is no alternative but to keep it brushed and combed out between professional grooming. If this is not viable, then we recommend booking regular maintenance grooming (brushing, combing, etc.). If you require assistance in choosing the proper tools or in the proper use of these tools, we will be happy to assist you.