De-Matting Policy

We appreciate it can be normal for even a well-cared coat to have a few small knots, but when we are presented with more substantial matting to remove, we will of course discuss the best course of action with you. We are here to help and to put you back in control of your dog’s coat! If a shave-off is deemed necessary, you will be required to sign a Release Form. Please note there may be an extra charge for substantial de-matting.

At Easipaws we will **ATTEMPT** to de-matt a coat, only where we feel the dog will not suffer any pain.

When a dog is presented to us in a severely matted condition – at front of mind will be the dog’s welfare. It is then our policy to shave the whole coat using electric clippers with a close blade. We consider shaving an act of kindness – this will be discussed during your consultation.

All of Easipaws’ grooming services adhere to and go beyond The Animal Welfare Act 2006, which states that it is an offence to cause animals pain or discomfort and we reserve the right to refuse to do anything we think may be detrimental to your pet’s wellbeing – be assured that at Easipaws, we will always put your dog’s welfare first.

Matting leads to many skin conditions:

* Eye and Ear Infections
* Flea Infestation
* Fungal & Bacterial Infections
* Hot Spots & Sores
* Maggot Infestation
* Mites & Lice
* Moist Eczema
* Severe Itching
* Skin Rash
* Urine and Faeces Scalding
* Yeast Infections

We will be pleased to provide follow up help and advice on how to care for your dog between grooming sessions and we will be more than happy to go through an individual schedule suited to your dog.

Prevention is better than the cure, so don’t wait until your dog is knotted and matted again; book regular appointments in advance with us, to ensure your dog always feels good and is well cared for.

\*\* Please Note: Our normal grooming charges at Easipaws do not include de-matting, and where a full shave-off is deemed necessary there may be an additional charge of £10 - £15 depending on the size and temperament of your dog.