

## MATTED DOGS

Please read the information below and sign prior to your dog's first groom.

The Animal Welfare Act (2006) outlines 5 needs that must be provided to the animals in our care. One of these is the "need to be free from pain, suffering, injury and disease" which means that as a Groomer, Cleverclix must not perform any procedure which may cause your dog pain or suffering, as well as maintaining hygiene and preventing injury by using tools correctly and safely.

Although tangles may appear cosmetic, mats can pose a real health concern to dogs. Failure to thoroughly brush out the coat can lead to the build up of mats 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 mats become tighter, they can pull on the skin, causing lesions and hair loss
- Mats 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.
- The skin beneath tight mats is usually raw and inflamed
- Ear bleeding - if the ears are heavily matted, circulation can be restricted. Once the mats have been removed, the dog may feel 'tingling' as the circulation returns and may shake their heads excessively, causing bleeding.
- De-matting of younger pets 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 in order 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 pet has no way of telling us that we are hurting him/her, their only alternative is to bite.

In line with the Animal Welfare Act, Cleverclix Dog Grooming 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 mats will damage the structure of the hair, which may well subsequently cause more mats to form. The only solution to severe mats 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.

There is a chance that your dog's skin will become irritated during the clipping process, as the the clippers work their way through the mats. 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 mats. 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 - Cleverclix Dog Grooming 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.

Should my dog have extensive matting around the ears, there is a possibility of an Aural Haematoma occurring owing to the release of the mats. When mats 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. Cleverclix Dog Grooming will take steps to minimise this risk, by releasing the mats 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 Cleverclix Dog Grooming believe your dog to be at risk of an Aural Haematoma forming, they will take steps as outlined above and will explain to you how to manage the situation once home.

If you have a long haired pet and wish to maintain the long length, your dog must be brushed and combed thoroughly on a regular basis, either by ourselves or by doing this yourself at home. If you require assistance in the proper tools or proper use of the tools to accomplish this, we will be happy to assist you. Also, please keep in mind that when a short clip is recommended it is for the health and safety of your dog and the fur does grow back, usually in better condition.

By signing below, I acknowledge that I have read, understood and accepted the above terms and conditions and release Cleverclix Dog Grooming 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 .....

Dog's Name ..... Dog's Breed .....

Date .....