



DE-MATTING POLICY

DE-MATTING AGREEMENT

If your pet's coat is matted you acknowledge and agree that it may not be possible for Bee & Bloom Grooming to achieve the style that you desire. Bee & Bloom Grooming will try our very best to meet your requirements however a matted coat may result in us having to clip/shave your pet's coat short.

This agreement has been given to you as we feel the kindest thing to do for your pet is a de-matting service. Some coat types are extremely high maintenance and when things like weather, lifestyles, time, and if your pet is willing to be groomed, it doesn't take long for your pet's coat to become matted! We are here to make sure we get these mats out of your pet's coat successfully, Mats occur frequently in many dog/cat breeds with curly, fine hair, or double coats. Matting happens when fur becomes tangled and wraps around itself, this can cause pain and discomfort to your pet.

Our main priority here at Bee & Bloom Grooming is the safety and welfare of your pet, we want their visit with us to be as calm and stress-free as possible resulting in them feeling better after their grooming session. Under the Animal welfare Act we believe that shaving off the matted fur is the most humane way to do this. This may seem like drastic measures but it is the least stressful and painful way to groom a matted pet and we feel this is the best option for your pet.

In accordance with the Animal Welfare Act, we will not spend more than 15 minutes de-matting. Where possible we will work to de-mat/brush any hair that may be salvaged but only under the strict condition that it is causing no pain or suffering to your pet. If we feel your pet may become stressed, we will not attempt to do so. There will be an additional charge for the process as it requires more time and patience.

Due to the condition of your pet, we believe that the best and most humane thing to do is a shave down. This will remove all matting. We don't feel a brush-out would solve the problem as this would make your pet uncomfortable and irritable. We can however shave the matted area whilst keeping other areas longer if this is possible and this is what you desire. Please note that the length difference may be visible and not as blended as a normal cut but we will do our absolute best to have your pet looking the best they can but will prioritize comfort over vanity.

In the future It's important to avoid matting happening again so if you need any help or advice, we are happy to help, just ask and we will advise you on how to care for your pet's coat. but for now.

We feel starting from scratch is the best option for now so shaving off the matted areas is in the best interest of your pet. We must warn you that your pet's skin is likely to become irritated during the process so we will use special medicated/fragrance-free shampoo with your permission to help soothe any irritation that may occur during the process. We can also advise on aftercare.

Unfortunately, cuts may occur during the process due to the closeness of the mats to the skin. We will have to use a short blade to clip between the skin and the matted area. We need to make you fully aware that injury can happen and that we will take every care to prevent this. If you could please sign the declaration below releasing us of any responsibility,, we can then begin the process.

I hereby release Bee & Bloom Grooming from any responsibility for the process mentioned above along with all medical problems that may occur during the clipping process. Should my pet require veterinary care after or during the process, I agree to pay all vet fees for the above-mentioned pet's care. I also agree to the added cost of the clipping process.

Owners name (Print):

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Owners signature:

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Date:

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Vet name:

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Vet telephone:

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Bee & Bloom Grooming signature:

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