A Gentle Touch Salon LLC.
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MATTED DOG POLICY
Information/Release Form

The skin under matted fur is usually red, swollen, cracked and dangerous to groom. Matted coats and excessive undercoats cause a variety of health problems for your pet. Matted fur does not allow for air circulation to the skin, which can cause hot-spots, bacteria and fungus infections and in extreme cases maggots. Fleas, ticks and other parasites may be lurking in the coat causing further skin infections. Matted fur also pulls and binds, causing pain to your pet when they move or just simply lie down.

De-matting is traditionally done by using a matt splitter or rake. This is done carefully by a professional since the tools are very sharp to facilitate breaking apart the mats and detangling the fur. To get to the root of the matt you are working directly next to the raw and inflamed skin that is almost always present with matted fur.

Some salons do FULL de-matting services where EVERY matt on your dog is split, combed through and trimmed. In the best interest of the dog, I do not offer full dematting services under any circumstances. I will in some cases do PARTIAL dematting services at an extra fee IF your pet falls into these criteria:

• Your dog has only a select few mats throughout their coat which are not close to its skin.
• Your dog is a certain breed that should not be shaved because of its genetic make-up and would be detrimental to your pet if it were shaved, such as a double coated breed.

A few reasons why I do NOT do FULL de-matting services (as I only do humane grooming at A Gentle Touch Salon) are as follows:

• 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 for subsequent grooms.
• De-matting of older pets can be so mentally and physically stressful for them, that it places their health in jeopardy.
• When a dog is severely tangled or matted, it causes greater stress on the them.
• Your pet has no way of telling us that we are hurting him/her, their only alternative is to bite, they may bite the groomer or even clippers and/or scissors risking other injuries.
• Since we do not use tranquilizers at A Gentle Touch Salon, we leave ourselves open to injury. Not to mention the trauma and the pain that goes along with de-matting your dog.
• Since skin underneath mats is already raw and inflamed there are higher chances of nicking the skin during de-matting and/or clipping.

Shaving a matted dog holds its own risks. When pulling a blade through the matted/ tangled skin, it is likely the blade will catch skin and create small nicks that are only visible after they start to heal and scab over. If you notice any of these over the following days, keep your pet from licking or rubbing them. Keep an eye on them and if they become red or infected, contact your vet. Your dog may also act differently for a few days, they are feeling their skin for the first time in a long time. Offer them comfort and keep them warm. Be careful in the sun, a dog with a shaved coat needs protection from the sun. If you take them for a long walk be sure to apply a safe sun screen and watch for sun burn.

In the unlikely event that your pet is nicked or cut, your signature below authorizes A Gentle Touch Salon to obtain veterinary care at your expense. A Gentle Touch Salon will not be held responsible for any grooming injury to pets with matted coats. 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. All precautions will be taken, and A Gentle Touch Salon reserves the right to stop the process at any point if we feel it is in the dog or groomer’s best interest.

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 your groomer or by doing this yourself at home. If you require assistance in the proper tools or proper use of the tools to accomplish this, I 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.

I hereby release A Gentle Touch Salon from any responsibility of the above-mentioned process and all medical problems that may be uncovered and/or occur during the stripping process. Should my pet need veterinary care after or during the process I agree to pay all veterinarian fees for my pet’s care. I further agree to obtain veterinary attention for my pet within 24 hours of the grooming date should such action be advised by the staff of A Gentle Touch Salon.

Name of Pet Owner

Signature of Pet Owner

Name of Pet

Date