



De-matting policy -

As we abide by the Animal Welfare Act, we will not cause unnecessary suffering.

De-matting can be a very uncomfortable process, we will only remove a few smaller matts where possible, however the welfare & tolerance of the dog/cat must come first.

Occasionally a dog/cat is presented to us severely matted, at this point we will advise to clip the dog/cats coat very short to remove the matts in a painless method. If we find the coat heavily matted during the grooming session we will attempt to contact you to discuss our concerns, however if we are unable to contact you we will continue with the close clip off in the interest of your dog/cats welfare. Please be referred to our Client Consent Form.

This method will allow the skin to breathe and encourage healthy coat to grow back.

Occasionally this method can leave sores or red skin exposed where the poor coat condition has caused, for example, infection or harboured parasites. Sometimes this close clipping can cause skin irritation, which the dog may scratch and lick. While all care is diligently taken, on rare occasions the skin can get cut during this process especially with pets that constantly move around, which Tails of Cornwall cannot be held responsible for. Your vet can advise on how to treat this if required.

During your dog/cats next appointments, as the coat grows back, we can start to re-shape & style the coat and would be happy to advise on how to maintain the coat at home in-between the grooming sessions, to prevent future problems from arising. If you are unable to maintain the coat yourself we would advise interim grooming sessions here at the studio.

An additional charge may be added for a full clip off if due to heavy matting as this causes additional wear on the clipper blades & can take extra time to complete.