

Matting



If your dog has a curly, double, or drop coat, they may be prone to matting, particularly without regular grooming.

At Doggy Style Dog Wash, we evaluate all new dogs for matting upon arrival.

When a dog's coat is severely matted, our ability to assist is limited. Prolonged de-matting can cause significant stress to your pet, making it an unfair solution. In such cases, the most humane option is to shave the coat short. This allows for a fresh start and helps establish a consistent grooming routine, enabling the coat to regrow to the desired length.

For minor matting, we can remove mats gently, provided it doesn't cause discomfort to your dog.

Please note: An additional fee applies for mat removal on top of the standard grooming charge.

If partial or full de-matting is feasible, we charge \$15.00 for every 15 minutes of work, in addition to the regular grooming fee. Our team will only proceed if your dog shows no signs of stress or anxiety.

If you are not present at the salon, we will consult with you by phone to discuss the best treatment options before starting the grooming process.

Matting can lead to several health issues, including:

- Itchiness and irritation
- Skin infections
- Moisture retention, which may foster fungal or bacterial growth

Removing a heavily matted coat may result in minor nicks, cuts, or abrasions caused by hidden warts, moles, or folds within the mats.

While Doggy Style Dog Wash is not responsible for preexisting conditions related to matting, we will notify you of any unusual findings during the grooming session.

Health and Dog Aggression

Please inform us of any past instances of aggression during grooming or if your dog tends to exhibit aggressive behavior toward other dogs. Transparency helps us better prepare for your pet's needs.

Open communication allows us to work together to develop an effective desensitization strategy for your dog, if necessary.

At Doggy Style Dog Wash, we are dedicated to maintaining a safe and tranquil environment for all dogs, staff, and visitors.

We prioritise your dog's comfort. Please let us know about any health-related concerns, such as past grooming sensitivities, emotional distress, existing health conditions, or allergies.

By keeping an open dialogue, we can create a tailored approach to ensure your pet's comfort and well-being throughout the grooming process.

If we notice any issues or conditions during grooming, we will notify you upon your pet's collection. For urgent matters, we will contact you immediately.

To avoid inconvenience or additional costs, please let us know in advance if your dog has any infestations so that we can reschedule your appointment.