



MATTING POLICY

Your Dog. Our Van. Your Driveway.

At DogMax, your dog's comfort, welfare and safety come first. This policy explains how we handle tangled or matted coats and what owners can expect.

01 WHAT IS MATTING?

Matting occurs when loose or tangled hair forms tight knots close to the skin. Severe mats can pull painfully, conceal irritation or parasites, trap moisture and restrict comfortable movement.

02 ASSESSMENT BEFORE GROOMING

We assess coat condition before starting. Some mats may be gently brushed or combed out if this can be done safely and comfortably. Tight, widespread or skin-close matting usually requires clipping rather than prolonged brushing.

03 HUMANITY BEFORE APPEARANCE

We do not subject dogs to painful dematting to preserve coat length. Where clipping is the kinder option, the finished coat may be considerably shorter or uneven. We will explain the recommended approach and seek owner approval before proceeding, where practicable.

04 RISKS WITH SEVERELY MATTED COATS

Mats can hide pre-existing redness, sores, bruising, parasites and other skin problems. Removal may reveal these issues. Skin under tight mats can be delicate; even careful clipping carries an increased risk of nicks, irritation or temporary sensitivity. We use appropriate care and will notify you of concerns.

05 WHEN WE MAY STOP OR REFER

If matting is too tight to remove safely, your dog shows significant pain or distress, or we suspect an injury or medical issue, we may pause or stop the groom and recommend veterinary attention. DogMax does not sedate dogs or provide veterinary treatment.

06 TIME, FEES AND APPOINTMENTS

Matted coats can require extra time, equipment care and cleaning. Any additional dematting or clip-down charge will be explained for approval before the extra work where reasonably possible. If the groom cannot be completed safely, we will explain the work done and any applicable charges.

07 AFTERCARE AND PREVENTION

After a close clip, protect sensitive skin from sun, cold and friction. Monitor for redness, licking or discomfort; contact your veterinarian if symptoms are persistent or concerning. Regular brushing appropriate to your dog's coat, plus a suitable grooming schedule, helps prevent recurrence.

Owner acknowledgement: The grooming recommendation and any additional fees will be discussed with the owner. Where consent is required, it will be recorded in the client's grooming documentation.

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