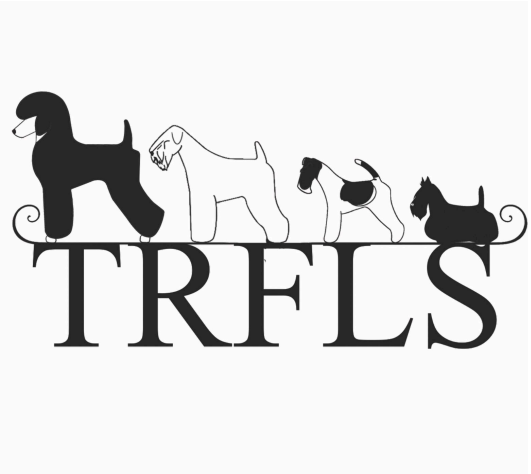
De-matting & Mats Policy



At The Royal Four Legged Spa, we are a **“humanity over vanity”** grooming establishment. Your pet’s **health, comfort, and safety** are always our top priorities.

Pets with matted coats require **extra care and attention**. Mats can tighten over time, pulling on the skin and leading to:

- Skin damage, tearing, or bruising
- Hot spots
- Parasite infestations
- Excessive itching and irritation

De-matting is a **time-consuming and delicate process** that involves specialized tools, conditioners, and techniques. Because of the additional time and skill required, there is an **extra charge of $1.50 per minute** for de-matting services.

If you desire to have your dog de-matted and the groomer determines it can be safely done, in addition to the de-matting fees, there may be **additional charges for any salon packages or treatments offered** that help make the de-matting process easier and more comfortable for your pet. We will inform you of these charges before proceeding.

If your pet’s coat is **severely matted**, we may need to **remove the mats by shaving**, but this will only be done as a **last resort**. If shaving was not agreed upon at drop-off, **we will contact you for approval before proceeding**.

Important risks of shaving matted coats include:

- Nicks, cuts, or abrasions (especially around warts, moles, or skin folds)
- Clipper irritation
- Licking or chewing at sensitive areas (self-inflicted irritation)
- Patchy or delayed hair regrowth
- Temporary behavioral changes due to stress or discomfort

The **best way to prevent matting** is to maintain your pet’s coat through **regular grooming every 4–8 weeks**.

Acknowledgment and Agreement

By signing electronically or physically, you acknowledge and agree that:

- You are responsible for the **condition of your pet's coat.**
- You will not hold The Royal Four Legged Spa liable for any **adverse effects or outcomes resulting from mat removal.**
- We will make every effort to minimize discomfort and reduce the risk of skin reactions.
- This De-Matting & Mats Policy is an integral part of The Royal Four Legged Spa Service Agreement, and your **acceptance of the Service Agreement constitutes acceptance of this policy.**

Your **electronic signature, completion of digital forms, or continued use of our grooming services** serves as confirmation of your understanding and agreement to these terms.