



De-matting/ mats.

The Royal Four Legged spa is a humanity over vanity grooming establishment and will always do what is in the pet's best interest.

Pets with matted coats need extra care and attention. *Mats in a pet's coat grow tight, and can ultimately damage and tear the pet's skin, which in turn may cause a variety of skin issues, which may include parasite infestation, hot spots, excessive itching, etc.* De-matting a pet's coat is a time-consuming process requiring special conditioners, tools, skill, and patience. There is an extra charge of **\$1.50 per minute** for de-matting. If a pet is too severely matted, the mats may be removed by shaving, but only as a last resort. We will contact you before shaving your pet if not agreed on at drop off.

Removing a heavily matted coat can include the risk of nicks, cuts, or abrasions due to warts, moles, or skin folds trapped in the mats. After-effects of mat removal procedures can include clipper irritation, self-inflicted irritation (licking or chewing), abrasion, and failure of the hair to regrow naturally. In some cases, pets may also exhibit brief behavioral changes.

Prevention is the best defense against matting by scheduling regular grooming sessions every 4–8 weeks.

The client understands that they are responsible for the condition of their pet's coat and will not hold The Royal Four Legged Spa responsible in the event of adverse effects of mat removal. We will make every effort to minimize any reactions.