

Pooch & Paws

FAQ's

❖ Are you Qualified?

Yes. I completed the iPET Award in an Introduction to Dog Grooming. I then studied further and completed the iPET Diploma Level 3 In Dog Grooming and Salon Management training with the amazing and very talented Cathy Bruen and her team from Canine Creations in Dublin, Cathy is Irelands first International Master Dog Groomer. During my training I groomed 60 dogs of various breeds, coats and behaviours. I am also a certified Canine First Responder.

❖ How much will it cost to groom my dog?

Every dog is different, whether its a difference in size, coat type or condition and behaviour. Therefore each groom is different and price will depend on varying factors. My prices give a guideline and a final cost will be provided at arrival consultation.

❖ How long will the groom take?

The length of time it will take to groom your dog depends on the condition of the coat, the dogs behaviour throughout the groom and the service you require. As a guideline a groom may take between 2 and 4 hours taking all factors into account. When I groom a dog for the first time I advise approx 3 hours (some dogs may be longer) as this gives me the time to get to know the dog, for the dog to get to know me and become accustomed to the studio. I take pride in providing a very gentle, relaxing and positive experience for every dog. Every dog will receive breaks in between bathing, drying, brushing, clipping, scissoring. Fresh water and toilet breaks are given and with your consent some treats throughout the groom. I will advise of the approximate collection time on arrival and will message 15 minutes before the groom is complete.

❖ What is the difference between a mini groom and a full groom?

Both full and mini groom include:- health check, nails clipped and filed, shampoo, conditioner, brushing, combing, deshedding, trimming of feet, eyes, bottom and private area. With the mini groom we do not take any length off and a mini groom can only be done where there is no matting. A full groom includes length off and the amount of length we take off during a full groom (clipping or scissoring) depends on the style you require and the condition of your dogs coat.

❖ How often should I have my dog groomed?

Regular grooming appointments help keep your dogs coat in good condition and prevent unnecessary suffering from skin infections and pain associated with soiled coats, matting and long nails. How often your dog should be groomed depends on the breed of your dog. I recommend at least every 4-8 weeks for all breeds. Some coat types require more frequent visits and I am happy to advise on the best schedule for your dog depending on the breed and coat. Regular visits also ensure any changes in coat or skin will be noted and advised for you to decide if a check by a vet is required.



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❖ My dog's coat is matted?

I will do my best to remove matting and save as much of the coat as possible. However, I will only attempt to de-mat minimal to prevent stress or pain to the dog. I will assess the dog upon arrival and if it is determined that there is too much matting then a clip short will be required. Clipping short requires additional time and harder use on equipment and may result in additional costs which will also be discussed at the time of consultation.

Under the Animal Welfare Act 2013, it is an offence to cause unnecessary suffering to an animal which includes prolonged de-matting. When a dog's coat becomes matted it can cause severe discomfort as the matts pull tightly on the dog's skin and underlying health conditions may not be visible. When a matted coat is clipped short it can occasionally reveal sore, irritated and reddened skin which is due to the skin not being able to breathe and a lack of air circulation.

Matting is very painful for your dog. Matting pulls the skin really tight restricting the blood flow to the skin which can have detrimental side effects. Matting can hide; unwanted parasites, trapped faeces & debris, embedded thorns & grass seeds, all of which may lead to skin infections.

After matting is removed a pins and needles sensation (blood rushing back to the skin) is felt by the dog often causing bruising to the skin. This feeling can cause your dog to act a little funny - dragging bottom, licking excessively, scratching and even hiding away in some cases. This sensation should go away with time and we advise to monitor your dog's behaviour during this time.

We love our dogs and always want them to feel comfortable and happy. Severe matting needs to be removed with clipper blades and scissors having to go extremely close to the skin. We make sure to take the time to do this as carefully as possible. Your dog's behaviour may delay the process. Please understand that it is quite a stressful situation to be in for the groomer and dog and adequate time needs to be allocated. Nicks and scratches to the skin can happen depending on the severity of the matting as the blades must go very close to the skin, however we take this process very seriously and will do everything in our power to try to prevent this from happening.

In some cases if I feel it is not safe to groom your dog due to the severity of the matting or compacted undercoat, I will advise to go to your Vet.

❖ My dog has a lot of dead undercoat/ knots/ matting but I don't want them to have to go short, can you remove this without having to go short?

I will not cause stress or pain to a dog by extensive dematting. Dogs will have to be clipped extremely short where heavy matting is present in the coat as this is the safest most pain free way of removing matting. Extra costs are associated with this depending on how long it takes. Your dog will be much happier and comfortable when clipped and no matting. Your dog's immediate comfort is more important to me than vanity and remember hair grows back.

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❖ How can I prevent my dogs coat matting?

Daily brushing at home with a slicker brush and comb can help prevent matting. I am happy to discuss this and demonstrate the correct way to brush your dog. I can also advise on an ongoing grooming schedule with me at the Studio which will allow us to achieve and maintain the desired look for your dog.

❖ When should my puppy receive his first groom?

Your puppy should be introduced to grooming from 12-14 weeks of age after they have received their second set of vaccinations. Waiting to groom until they are older could mean a stressful experience for them. I advise early introduction to offer a positive and enjoyable experience for your dog so as they grow they will see grooming as a normal happy part of their everyday life. The grooming environment can be a scary, loud place so the more positive the experience the better. I offer a puppy introduction package which includes three visits of different experiences, two visits of one hour each and third visit to include a full groom.

You can also work with your pup at home to encourage a positive experience for grooming. I would be delighted to advise and talk through some positive handling experiences for you to try at home and make it fun for you and your pup.

❖ If I am unhappy with the groom can you fix it?

I will always try my very best to groom your dog exactly how you would like, however, the condition of your dogs coat and dogs behaviour will determine what is possible. Sometimes I may have to go shorter than requested due to matting or knots in the coat. Brushing out matting causes stress and pain - Under the Animal Welfare Act 2013, we are obliged not to cause unnecessary suffering and act accordingly when it comes to the welfare of the dog. If you feel there is not enough length taken off please do let me know as soon as you collect your dog or within 24 hours and I will be happy to take the coat a little shorter.

❖ My dog can be boisterous and may show signs of aggression - can you groom him/her?

I practice force free grooming and want every dog to have an enjoyable and positive experience. If your dog becomes extremely stressed or aggressive for any part of the grooming process I will stop the groom and contact you to advise and collect your dog. I will not force a dog through the grooming process and I have the right to refuse to groom a dog if they display signs of stress or aggression or pose a risk to themselves or myself by attacking or biting.

It is very possible that a dog's behaviour can change from one appointment to the next due to but not limited to underlying health conditions or lack of adequate/continued training.

❖ Finally - after all of those questions how do I book?

Bookings are by appointment only and I work on a 1 to 1 with every dog to ensure they all receive the VIP treatment they deserve. Bookings can be made by telephone, text, whatsapp or email. A deposit of €15.00 is required for all bookings. See terms and conditions for booking and cancellation policy. For all new clients a "New Client Form" will need to be completed at booking stage.

