

FAQ

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What does "cage drying" mean?

Many groomers use crates or cages with air blowers attached to dry the dogs that they groom. This drying method allows them time to groom another pet while one is being "dried". **Bandit's Bathhouse** does not use cage dryers for a few different reasons:

- Our staff all agrees that if they were to send their pet to a groomer they would want personalized attention 100% of the time. Instead of being alone in a cage with air blowing at them, we'd rather our pets be held, touched, talked to, etc while being dried and groomed.
- As groomers, we believe we get a better finish with hand blowing.
- On shorthaired dogs like labs, we can dry and use a shedding blade and remove much more dead hair than would happen if the dog were cage dried.
- On medium and longhaired dogs, we can brush and blow out loose undercoat at the same time, removing more hair and saving your pet from a lot of tugging that would otherwise happen during the brush out stage.
- On single coated dogs requiring coat trimming, such as poodles and bichons, the hand drying fluffs up the hair better so the final hair trim is smoother and more even.
- Blow drying by hand is a great way for us to examine your dog's skin. As we blow air at your dog, the hair is parted (effectively drying the dog from the skin out), and the skin is easily seen. We have found many previously undetected hot spots, ticks and other health concerns using our drying time as an opportunity to observe the pet from the skin out!

Why clip and file a dog's nails?

Dog's nails can often be sharper after being clipped. We don't want our clients to get scratched by their own pets, so we trim and file off the sharp edges on most dogs nails. Filing your dog's nails can also help save your wood floors! You can file them at home yourself to get your dog used to the procedure and save yourself and your floors between visits. You can also help them wear off the sharp edges by walking them on streets and sidewalks.

What is a sanitary clip?

Some dogs grow hair in areas that can tend to get stained and/or collect odor from urine and feces. A sanitary clip is what we do to remove the hair from these areas thereby keeping your dog cleaner and more sanitary.

Why do groomers trim hair under the dog's foot?

There are a number of good reasons to trim the hair around the pads of a dog's foot;

- In the spring, summer, and fall the hair around your dog's pads can collect a lot of mud and other debris, such as burrs. Trimming the hair will keep this from happening and will keep your floors a lot cleaner too!
- The hair between your dog's pads can also get matted. Aside from discomfort, these mats can cause sores between the pads.
- In the winter, the hair can collect ice - causing frostbite, and salt - causing damage to the pads.
- If you have bare surfaces in your house, the hair on the dog's pads can cause a loss of traction which can cause dangerous situations, especially with older dogs that need traction to get up and walk.

What does de-matting within limits mean?

Not all matting can be combed out. Our motto at **Bandit's Bathhouse** when faced with a very matted pet is "humanity before vanity". When a client brings in a matted pet, we examine the extent of the mats and decide at that point what we think is necessary to de-mat the pet. If we can separate the matt with our fingers and view the skin underneath, then we may be able to comb it out and save the coat. However, there is an additional charge for this work as it takes a lot of time, it is hard on the groomer's hands and can be difficult on the pet.

If we cannot separate the mats with our fingers, or if the dog does not tolerate the combing out of the mats, then we will clip the mats out. Many clients refer to this method of de-matting as "shaving" the dog as we use a very short blade to remove the matted hair. The length of the hair left after performing a de-matting clip is always very short because the short blade is the only blade that can get under the mat and remove it from the skin. There is an additional de-matting charge for this procedure as well, as it takes longer and again, it is more difficult for the groomer and the dog.

De-matting, even with a clipper, can be dangerous for your pet. It is sometimes very difficult to differentiate hair from skin, especially around the legs, armpits, and ear area; the hair can be matted so closely to the skin that your pet's skin can get nicked by the clippers. Pet owners who allow their pets to go too long without grooming **MUST** be aware of the dangers mats and matt removal can cause.

Mats can cause sores to form, the skin can get pulled on by the mat, which can actually stretch and rip the skin, and/or the skin cannot get air under the mat and may collect moisture causing sores to form.

Some ways to avoid matting:

- Brush your dog as often as needed - **BUT ALSO** runs a comb through your dog's coat to check for mats once a week. Not all brushes can penetrate your dog's coat to the skin, your dog can appear to be brushed thoroughly, but you may be surprised what happens when you actually try to run a comb through to the skin! If a comb cannot penetrate your dog's coat, then we cannot get a long clipper blade through the coat either!
- **DO NOT** Bathe your dog if you do not also have the time to comb out its coat! If your dog's coat has knots and tangles in it and you wash it and let it dry naturally, the coat will only matt up even tighter increasing the chance that we will have to use a clipper to remove it.
- Never take scissors to your dog's mats! Because it is often difficult to see where the hair ends and skin begins, it is very possible to cut your dog by mistake and you could end up on your way to your veterinarian's office. If your dog has mats that you feel need to be removed, have a groomer remove them with clippers and the chance for injury is much less likely.
- **MOST IMPORTANTLY** - get your dog on a regular grooming schedule so they can be kept at the length you like and they will enjoy their grooming sessions much more.

What's the best defense for flea and tick control?

We strongly urge our clients to use a topical flea and tick control product. They are much more effective in controlling flea and tick infestations on your pet and in your home. A flea bath is only a temporary solution to a larger problem as the shampoo only kills on contact and will not kill fleas introduced to your dog after the bath.

If there are fleas on your pet, chances are there are fleas in the places they spend most of their time; their bedding, your yard, and even your car. Your pet can easily become re-infested shortly after a bath without the use of a topical control program.

Since we charge extra for flea baths, (the shampoo cost more, the bath takes longer and we have to de-flea the shop after exposure to fleas), we urge our clients to apply a topical treatment 48 hours before their appointment. That way, any fleas on the pet will be dead and we can treat their skin with a soothing oatmeal bath (at no extra charge) to help the skin recover from any damage caused by the infestation.

How can I tell if my dogs nail's need trimming?

The best way to tell if you should trim your dog's nails is to look at your dog's feet when he is standing on a flat surface. Ideally, their nails should not touch the surface on which they are standing. If they do touch, then they should probably be trimmed.