



## Coronavirus (Covid-19) Customer Information

Minimising interaction between people is the key to reducing the risk of infection with Coronavirus, therefore we have had to implement some changes to our usual practices in order to protect ourselves, our customers and our visiting residents, for the foreseeable future.

Please be aware, unfortunately **owners will no longer be able to come into the cattery to settle their cats due to the requirements of these social distancing rules**. However, I assure you that your cats will receive the very best possible care and attention during their stay.

1. Paperwork must be completed in advance of arrival. No paperwork will be accepted from you on arrival, consent signatures and vaccination information etc. must be scanned or photographed and emailed to us. This includes information regarding:
  - ✳ The cat & vet usually used
  - ✳ Owner's contact details & arrangements to update the owner
  - ✳ Covid-19 status of the household
  - ✳ Next of kin contact details
  - ✳ Signature confirming acceptance of our terms & conditions
  - ✳ Payment of the deposit (& balance on collection) by bank transfer only.
2. Owners will not be allowed into the cattery, not even to the reception area.
3. Owners will be asked whether anyone in the household is showing signs of Covid-19 infection.
  - ✳ Where no Covid-19 infection is present, we ask that just one person brings the cat to our premises.
  - ✳ Where Covid-19 infection is present, ideally we will collect the cat. These cats must arrive in their carrier with NO BEDDING, BLANKETS, or TOYS from home, suitable bedding and enrichment facilities will be provided by us. The cat carrier will then be thoroughly cleaned and disinfected and the cat will be isolated from other residents, reducing the risk of transmission.
4. We ask that you phone from the car park to tell us you have arrived.
5. We will collect your cat in the carrier from you in the car park maintaining social distance and wearing appropriate personal protective equipment.
6. Payment of the deposit (& balance on collection) must be by bank transfer in advance.
7. On collection, we ask that you phone from the car park to tell us you have arrived; we will bring your cat to you in the car park.

Whilst it is unfortunate to have to make these changes, they are in-line with current government guidelines. We thank you for your co-operation at this difficult time and will update our procedures as government guideline permit.