

Wisteria Boarding Cattery

Coronavirus (Covid-19) Customer Information Update



The precautions necessary to protect against Covid-19 continues to evolve and as such we are adapting our practices to minimising the risk of infection and protect our customers, visitors and ourselves.

You can now come into the cattery to settle your cats, but we do ask **only minimal people come into the cattery**, this is to reduce the number of close contacts & hence reduce the risk of infection.

We have relaxed some precautions in-line with government guidelines; however, we will keep the following procedures:

1. Paperwork will continue to be completed in advance of arrival, where possible, however I do appreciate printing & signing can be difficult for some people.
2. Only minimal people (ideally, one person) will be allowed into the cattery at any time to settle the cats, or during collection.
3. On booking, owners will be asked whether anyone in the household is showing signs of Covid-19 infection.

Where Covid-19 infection is present the cats must arrive in their carrier with NO BEDDING, BLANKETS, or TOYS from home; suitable bedding and enrichment will be provided by us.

The owner must NOT come into the cattery. We will collect your cat in the carrier from you in the car park maintaining social distance and wearing appropriate personal protective equipment.

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. Payment of the deposit (& balance on collection) should be by bank transfer in advance.

I'm sure we will adapt as time moves on and we learn to live with Covid-19, but these basic precautions seem to help and will remain in place for the foreseeable future.

We thank you, in advance for your co-operation.

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