



## **COVID19 POLICY**

The transmission of the disease to people from their pets and the infection of a pet with COVID19 is very rare.

There is some risk of the virus being carried on the pet and its belongings, and the risk of transmission between infected customers and staff remains. There is a need for revised procedures in regards admission and collection. Hygiene and infection control measures are always strictly adhered to. Additional steps have been added to the procedures currently in place, to ensure the risks from this particular virus, are further minimised.

## **PROCEDURE**

We will agree with you specific times to drop off and collect your cat to minimise your potential contact with other clients and to help us manage the arrival and departure of cats and owners.

If you or anyone in your household feels unwell with symptoms of the virus, (as set out on Gov.uk), or if you have been diagnosed with the virus, or need to self-isolate whilst your cat is with us, please contact us before coming to the cattery so that we can agree appropriate measures for arrival or collection of your cat.

We ask that the consent forms are completed in advance of your cats stay with us. We will email you a consent form. Where possible, please email the completed form back to use prior to their stay, alternatively, please bring this along with you when you drop off.

**Please adhere to current social distancing measures whilst at the cattery, including surrounding the reception desk.**

**Please wear a mask/face covering at all times when in the Cattery unless exempt.**

## **Drop Off and Collection Procedures:**

### **Drop off**

- Anyone entering the cattery must wear a face mask.
- Hand sanitizer can be found in our reception area. Please use this upon entering the building.
- Due to the limited space in our reception, we can only allow ONE 'family bubble' in the reception area at a time.

### **On collection day**

- Upon arrival at the cattery, please remain outside until you are greeted.
- Call the cattery on **07727069247** if needing entry and no one is in reception to greet you.
- The door will be open and we will maintain a safe social distance wearing a mask.