



COVID-19 Pet Handover Protocols

To minimise the risk of transmission of Covid-19, it is essential that the following protocols are adhered to.

These protocols have been produced in accordance with guidance from the Canine and Feline Sector Group (CSFG) and the Pet Industry Federation (PIF) in the light of the revised Government advice (28.8.20) on Coronavirus.

There remains no evidence that pets are implicated in the transmission of Coronavirus to people and infection of the pet is rare, but that there is some risk of virus potentially being carried from person to person on pets and their belongings. There have been some instances of owners apparently infecting their pets but there remains no evidence of onward transmission and the main route of transmission remains person-to-person. However, the risk of transmission between infected clients and business staff remains and the disease status of the client, if known, will assist in risk assessment.

Booking

Grooming services are by appointment only. The necessity for an appointment is to ensure social distancing between clients.

Grooming requirements will be discussed prior to booking. Where a dog is heavily matted, we will advise you that we will have to remove the matted coat by clipping off.

When booking, customers will be asked whether they are shielding, in a vulnerable group, currently awaiting test results, or in self-isolating households.

In order to protect our staff, will not be able to accept bookings from customers who think someone in the household may currently be infected or are awaiting test results.

If customers are within shielding or vulnerable groups, bookings will be offered where the dog will not be mixed with pets from other households.

A deposit made by card payment or bank transfer will be required to complete the booking.

Arrival at the Salon

The salon door will be locked on your arrival. Please knock and wait for us to respond. If you have downloaded the NHS COVID-19 app, you can 'check in' to the venue by scanning the NHS QR code before entering the salon.

Only one customer will be admitted in to the reception area at one time. Face masks must be worn by staff and customer.

When you enter, please close the door behind you and stand on the floor sign in front of the reception desk.

When asked, you will need to remove your dog's collar, lead and/or harness and take your equipment home with you.

We will provide you with a slip lead for you to put on your dog. To minimise risk, slip leads will have been disinfected and prepared prior to your arrival.

Grooming Procedure

Following handover, all dogs will go straight to the bath and be washed and dried to ensure the dog is safe to work with.

Groom areas and all tools will be disinfected in between each dog.

Collection

Please do not return to the salon until you have been asked to do so by us by text or phone call. We will not be able to allow you access if you arrive early.

On arrival, entry to the salon will follow the steps described under Arrival at the Salon.

On entry, we will ask you to make payment by card before we release your dog to you, to ensure minimal disruption and limit time spent in the salon.

Your dog will be returned to you with a clean slip lead. You will need to replace your own equipment and return the slip lead.