



# Coronavirus Covid-19

## Precautionary Measures

Please wait and we will collect and return your cat to you at your vehicle.

**Clients are no longer allowed around to the Cattery or in Reception.**

Thank you for your understanding.

## **Cosy Paws Cattery**

### **Covid-19 procedures 13 March 2020**

#### **Introduction**

1. Good hygiene and cleanliness are at the heart of our business. We want you and your cats to be safe and well when visiting Cosypaws.
2. The position regarding Covid-19 (Coronavirus) is very fluid so this policy will be reviewed as circumstances and government advice dictate.
3. We have introduced new procedures to help prevent the spread of the virus.
4. Anybody working in the Cattery will follow key government advice regarding handwashing and covering nose and mouth when/if coughing or sneezing.
5. We expect any visitors to the Cattery premises to also follow this advice.
6. We wipe surfaces (worktops, desks, door handles) regularly with appropriate disinfectant.
7. We will wear disposable gloves when meeting with clients and we will wipe handles of cat carriers after transfer between clients and ourselves.

#### **On arrival to drop cats off:**

- **Clients will no longer be allowed into reception or around the cattery.**
- On arrival to drop off your cat, we will meet you at your car and collect the cat and any other items from you.
- By email, we will ask your destination and confirm emergency contact details.
- Accounts must be settled in advance via our website or internet banking to avoid unnecessary contact and handling of card machines etc.
- **If you feel unwell with symptoms of the virus, (cough, breathing difficulties, fever) please contact us before your arrival so that we can agree appropriate measures to receive your cat.**
- If it is essential that you enter reception area, use the handgel provided before touching any surfaces.

#### **On collection:**

- **Clients will no longer be allowed into reception or around the cattery.**
- Wait with your vehicle and your cat and belongings will be brought to you.
- If you need to self-isolate whilst your cat is with us, please contact us by telephone and we can discuss how and when to get your cat back to you.

#### **Cancellation policy:**

- In the event that you need to cancel your booking, please give as much notice as possible.
- The £20 deposit you will have paid to confirm your booking is non-refundable.
- Cancellations less than 14 days before the date of arrival will incur the full fee, as set out on our website. (You may be able to reclaim these fees from your travel insurance policy.)