

## **CORONAVIRUS COVID-19 CUSTOMER INFORMATION**

**Updated 20<sup>th</sup> July 2020**

I WOULD LIKE TO REASSURE YOU ALL THAT DEBONAIR DOGZ TAKES THE HEALTH AND WELLBEING OF YOU, OUR CUSTOMERS AND YOUR DOGS VERY SERIOUSLY. WE HAVE PUT IN PLACE THE FOLLOWING MEASURES TO HELP YOU TO CONTINUE TO LOOK AFTER YOUR DOGS GROOMING NEEDS AT THIS VERY DIFFICULT AND UNCERTAIN TIME.

THIS INFORMATION HAS BEEN UPDATED AND IS MANDATORY WITH IMMEDIATE AFFECT.

A FACE COVERING MUST BE WORN WHEN ENTERING THE LOBBY AREA WHERE YOU WILL LEAVE YOUR DOG THE RECEPTION STILL REMAINS CLOSED TO CUSTOMERS AND WILL DO SO FOR THE FORESEEABLE FUTURE.

IF YOU FEEL UNWELL AND SUSPECT YOU HAVE SYMPTOMS OF CORONAVIRUS COVID-19 OR HAVE TESTED POSITIVE FOR THE VIRUS THEN PLEASE LET US KNOW AS SOON AS POSSIBLE, DO NOT ASK ANYONE ELSE TO BRING YOUR DOG UNTIL YOUR HOUSEHOLD HAS FINISHED ISOLATING. WE WILL BE HAPPY TO REARRANGE YOUR APPOINTMENT FOR A FEW WEEKS TIME. DEBONAIR DOGZ WILL ALSO WAIVER LATE CANCELLATION CHARGES (USUALLY CHARGED WHEN APPOINTMENTS ARE CANCELLED WITHIN 48HRS)

IF YOU HAVE HAD CONTACT WITH ANYONE THAT HAS TESTED POSITIVE FOR THE VIRUS, EVEN IF YOU HAVE TESTED NEGATIVE OR ARE SHOWING NO SYMPTOMS THEN PLEASE LET US KNOW, IN ADDITION TO THIS IT IS IMPORTANT THAT IF YOU SUSPECT THAT YOUR PET HAS MIXED WITH SOMEONE WITH THE VIRUS THEN PLEASE DO NOT BRING THEM TO THE SALON WE WILL REARRANGE THE APPOINTMENT.

IF YOU ARE STILL SHIELDING AND UNABLE TO BRING YOUR DOG YOURSELF MAYBE YOU KNOW SOMEONE ELSE THAT CAN BRING THEM PROVIDING THEY ARE WELL, ASKING A FAMILY MEMBER, FRIENDS OR NEIGHBOURS. SIMILARLY YOU MAY KNOW OF SOMEONE IN NEED OF ASSISTANCE AND YOU CAN BRING THERE DOG WITH YOUR OWN. DEBONAIR DOGZ WILL DO EVERYTHING WE CAN TO ACCOMMODATE THIS EVEN IF IT MEANS REARRANGING APPOINTMENTS.

GOVERNMENT GUIDANCE STIPULATES EVERYONE MUST STAY AT LEAST ONE METRE PLUS APART. SO WHEN YOU ARRIVE WITH YOUR DOG FOR THEIR GROOMING APPOINTMENT, OUR SOCIAL DISTANCING PROCEDURES WILL APPLY, PLEASE READ;

THE SALON IS OPEN AND HAS SOCIAL DISTANCING PROCEDURES IN PLACE FOR EVERYONE'S SAFETY. WHEN ARRIVING PLEASE REMAIN IN YOUR VEHICLE IF YOU DO SEE ANOTHER CUSTOMER WITH THEIR DOG PLEASE WAIT UNTIL THEY HAVE LEFT THE PREMISES.

OUR RECEPTION AREA IS CLOSED TO CUSTOMERS DURING THIS TIME HOWEVER WE ARE USING THE LOBBY ENTRANCE FOR YOU TO LEAVE YOUR DOG SAFELY. THE FRONT DOOR WILL BE UNLOCKED.

THERE ARE HAND SANTITISERS, ALCOHOL GELS AND DISPOSABLE GLOVES AVAILABLE TO USE TO PROTECT YOU WHEN OPENING AND CLOSING THE LOBBY DOOR.

IT IS MANDATORY THAT YOU WEAR A FACE COVERING WHEN YOU ENTER THE LOBBY.

WE RECOMMEND WHEN YOU ENTER THE LOBBY THAT YOU CLOSE THE DOOR BEHIND YOU TO KEEP YOUR DOG SECURE WHILE YOU REMOVE THEIR COLLAR AND LEAD.

WHEN ALL LEADS, COLLARS AND HARNESSSES HAVE BEEN REMOVED THEN PLEASE TAKE THEM HOME WITH YOU.

IN THE CASE OF MEDIUM AND LARGE DOGS WE WILL CALL YOUR DOG INTO THE RECEPTION FROM THE LOBBY BEFORE YOU LEAVE, SO THEY ARE SECURE BEFORE YOU OPEN THE FRONT DOOR. FOR SMALL DOGS YOU MAY WISH TO USE THE CRATE THAT IS PROVIDED.

YOU MAY LIKE TO TELL US SOMETHING ABOUT YOUR DOG THAT WE SHOULD BE AWARE OF AND WE WILL ALSO AGREE A COLLECTION TIME TOGETHER IT IS POSSIBLE TO COMMUNICATE THROUGH THE CLOSED INNER LOBBY DOOR OR AT A DISTANCE OF TWO METRES WEARING A FACE COVERING.

COLLECTING YOUR DOG IS THE SAME PROCEDURE BUT IN REVERSE. PLEASE REMEMBER TO BRING THEIR COLLAR AND LEAD WHEN COLLECTING.

IF YOU WOULD LIKE TO MAKE ANOTHER APPOINTMENT FOR YOUR DOG WE CAN ARRANGE THAT TOGETHER BEFORE YOU LEAVE THERE ARE APPOINTMENT CARDS, PENS AND LOYALTY STAMP IN THE SELF SERVE AREA OF THE LOBBY, APPOINTMENTS CAN ALSO BE TEXTED TO YOUR PHONE IF YOU PREFER.

PAYMENT CAN BE MADE SECURELY USING CONTACTLESS, AT DISTANCE USING A CARD MACHINE FOR PAYMENTS OVER THE CONTACTLESS AMOUNT WITH BOTH PARTIES WEARING A FACE COVERING OR BY BANK TRANSFER WHICHEVER YOU ARE MORE COMFORTABLE DOING.

WE LOOK FORWARD TO WELCOMING YOU BACK TO OUR SALON AND THANK YOU FOR COMPLYING WITH OUR SOCIAL DISTANCING POLICY.

PLEASE CHECK OUR WEBSITE AND FACEBOOK PAGE REGULARLY AS OUR PROCEDURES WILL CHANGE IN LINE WITH GUIDANCE WE RECEIVE FROM OUR TRADE BODY THE PET INDUSTRY FEDERATION AND FROM THE GOVERNMENT.

IF YOU DO NOT HAVE ACCESS TO THE INTERNET AND YOU HAVE ANY QUESTIONS OR ARE WORRIED IN ANY WAY YOU CAN CONTACT US ON OUR SALON LANDLINE NUMBER; 01404 831438 WE WILL SUPPORT YOU ALL WE CAN THROUGH THIS DIFFICULT TIME.

I WISH EVERYONE THE VERY BEST UNDER THE CIRCUMSTANCES AND HOPE BY WORKING TOGETHER WE CAN CONTINUE TO DELIVER OUR HIGH QUALITY SERVICE TO YOU AND YOUR DOG.

DEBBIE & TEAM @ DEBONAIR DOGZ