



DEBONAIR DOGZ®
PROFESSIONAL DOG GROOMING

EST. 2005

CORONAVIRUS COVID-19 CUSTOMER INFORMATION

Grooming Salon Open for all Grooming By Appointment Only from Monday 29th March 2021

UPDATE 19th July 2021 There is no change to our Covid Procedures following the change in Government Guidance on 19th July until Further Notice
Your cooperation is very much appreciated.
Thank You.

WE ARE PLEASED TO INFORM YOU THAT DEBONAIR DOGZ FULLY REOPENS IN ALL ASPECTS OF DOG GROOMING FOR ALL BREEDS FROM MONDAY 29TH MARCH 2021. WE HAVE ENHANCED COVID PROCEDURES IN PLACE TO ENSURE THE SAFETY OF OUR VISITORS AND THE SAFE HANDING OVER PROCEDURE FOR OUR DOGS.

PLEASE READ THE FOLLOWING INFORMATION SO YOU ARE UP TO DATE WITH OUR PROCEDURES.

WHEN YOU ARRIVE

- PLEASE TRY NOT ARRIVE TOO EARLY SO WE CAN SAFELY MANAGE OUR OUTSIDE SPACE WE REQUEST YOU ARRIVE AS CLOSE TO YOUR APPOINTMENT TIME AS POSSIBLE.
- PLEASE STAY IN YOUR VEHICLE IF IT IS RAINING OR IF YOU SEE ANOTHER CUSTOMER OUT OF THEIR VEHICLE SO TO GIVE SPACE TO ONE ANOTHER AND YOUR DOGS.
- THE LOBBY AREA OF THE SALON REMAINS CLOSED TO VISITORS SO HANDING OVER OF YOUR PET IS TO TAKE PLACE OUTSIDE THE PREMISES.
- ALTHOUGH NOT A MANDATORY REQUIREMENT FROM 19TH JULY WE ASK YOU TO WEAR A FACE COVERING OUTSIDE WHEN HANDING OVER YOUR PET TO A MEMBER OF STAFF UNLESS THIS IS NOT POSSIBLE FOR HEALTH REASONS. WE REQUEST THIS BECAUSE IT IS NOT ALWAYS POSSIBLE TO MAINTAIN A ONE METRE PLUS DISTANCE WHEN HANDING OVER YOUR DOG.
- PLEASE REMOVE COLLARS; LEADS AND ALL BELONGINGS FROM YOUR PET BEFORE YOU LEAVE WE WILL USE OUR OWN LEAD TO SECURELY ESCORT YOUR DOG INTO THE SALON.

IMPORTANT POINTS TO REMEMBER

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.

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 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