



Puddy Cats Cattery

Landline: 01507 813325 Mobile: 07947 771128

Web: www.puddycatscattery.co.uk Email: puddycatscattery@gmail.com

Changes to our Operating Procedure due to Covid-19

(Please read our revised operating procedure prior to visiting the cattery to help us reduce the spread of the coronavirus)

During the current coronavirus pandemic, we have had to change some of our procedures in line with the best advice currently available in an evolving situation. Our cattery has been designed around best practice for protecting cats from various viruses and bacteria which can affect them in normal life, this includes sneeze barriers and rigorous cleaning and disinfection as normal practice. The discipline in protecting our residents in this way is an excellent basis for us to take this forward to protect you the cat owners and us the carers too. The principle risk for transmission of coronavirus is from social interaction from people and the following steps are intended to reduce the risk as far as practical.

We are only allowing one customer to visit the cattery at any time and to allow us to follow rigorous disinfection procedures between customer visits and reduce the risk for everyone we ask the following:-

- Please ensure that your contact details and emergency contact details are up to date so that in the unlikely event that you, or us, become ill during your cats stay collection can be arranged.
- You must inform us if you or anyone you have come into contact with has been confirmed positive or has symptoms of the virus within 7 days prior to the drop off or collection.
- Any person delivering cats to the premises must not be symptomatic or have tested positive for the virus.
- At the time of booking or no later than 24 hours before your cat's stay you will be asked to confirm an appointment time for collection/drop off. Please respect this time or inform us of any changes as soon as possible.
- If possible, please call us at the Cattery when you are setting off to give us an accurate time so we can prepare for your arrival.
- In the unlikely event that on your arrival you see other customers please keep your distance to a minimum of 2 metres and wait for us to confirm that you are safe to start the handover procedure.
- We are only allowing one person to complete the drop off/collection, any other people accompanying you must remain in the vehicle.
- Please do not bring any toys or bedding with you at this time, food for any special dietary needs or medication will be accepted but please make us aware of this at the time of booking.
- On arrival, please go directly to the main cattery entrance and avoiding touching anything on the way, at the cattery entrance please make us aware of your arrival. The door handle will have already been disinfected prior to your visit.
- We still need to see your up to date vaccination certificates but photocopies or pictures of the original brought on the day or emailed or sent via multimedia will be accepted.
- We will ask you to leave your cat in its carrier in the entrance for us to take them to their unit and to settle them in, you will not be allowed to enter the main cattery corridor. Depending on the cat's temperament we will have them in their carrier for your collection time, failing this we will allow you to collect the cat from their cattery unit ensuring you follow strict social distancing rules.
- The pet carrier will be disinfected prior to us taking the cat to its cattery unit and also prior to your collection.
- At this time we will not ask you to sign the booking in form but will verbally ask if you are happy for us to sign the form on your behalf, copies of the form and terms and conditions will be on display for you to read.
- Please note that we do not have card payment facilities, but payments can still be made by cash or cheque on the day of collection, please bring the correct amount where possible. If you would prefer to pay via bank transfer, please contact us prior to collection to arrange this.