

## Penrose Farm Cattery – Covid 19 Policy

### INTRODUCTION

Our response to the current Coronavirus pandemic is set out as follows and is designed to minimise contact between any of our customers and any staff working at the cattery, therefore reducing the risk of transmission of the virus.

Thank you for working with us to help prevent the spread of Coronavirus.

**If you or any member of your household (including anyone in your bubble) are currently displaying any symptoms of Coronavirus, or if anyone you have come into contact with is displaying any symptoms of Coronavirus, please contact us by phone on 07798 772954 to discuss this BEFORE you make any journey to the cattery.**

**If your cat is already staying with us and you, or a member of your household or bubble, develop symptoms, please call the cattery to let us know IMMEDIATELY.**

Symptoms can be many and varied, but the current main symptoms include:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

### VIEWINGS

We are sorry that we are unable to offer face to face viewings at the present time.

### MAKING A BOOKING

All bookings will be taken over the phone or by email initially, and a booking form will be sent to you by email for completion. Wherever possible your completed booking form should be returned to us also by email along with a photograph of your cat's vaccination record which shows all pages and entries.

*NB You will still be required to bring the original vaccination card on the day you drop off your cat.*

If you are unable to complete the booking form electronically, please let us know as we are happy to help you with this.

### DROP OFF AND COLLECTION

No customers will be allowed access to the main area of the cattery at the present time save in exceptional circumstances. Unfortunately, this does mean that for now, you won't have the opportunity to settle your cat in for their stay, but we are happy to keep you updated once the cat is safely in their room.

Please arrange a specific time for drop off and collection with us in advance. This is to ensure that we are ready to meet you, but also to make sure that there are no other customers on site at the same time. We can be flexible around our opening hours to accommodate this as required.

If you do arrive at the cattery and it appears that there is another customer present, please call us on 07798 772954 without leaving your car, to establish the situation.

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You should ensure that you have a face covering available in the event that you are required to enter the main part of the cattery either on dropping off or collecting.

### Dropping off

- only one person should drop off where possible, any other visitors should remain in the car
- enter the cattery through the clearly marked side door, situated at the end of the car parking area
- close this door behind you
- you will be asked to confirm whether you, or a member of your household is currently displaying any symptoms of coronavirus
- bring your cat, in the carrier, plus the vaccination card and any food to the glass door in front of you
- move away to a safe distance of at least 2 metres to allow safe collection of your cat and any belongings
- a handover will then take place as usual but will be through the closed glass door
- you should leave via the same door you came in
- a member of staff will clean the door handle each time a customer arrives or leaves but you are strongly advised to also use hand gel on leaving
- your invoice will be emailed to you once your cat has been settled.

### Collecting

- please agree a time with us in advance of collecting your cat, so that we can have it ready to go home in its carrier at your arrival time
- only one person should collect where possible, any other visitors should remain in the car
- payment is required by BACS before you enter the cattery to collect your cat. If you are unable to pay by BACS we will accept cash in a clear, sealed, plastic wallet but we do not accept cheques. **Please note we are unable to give change, so you will need to ensure you have the exact amount of cash on you if you choose to pay in this way**
- enter the cattery through the clearly marked side door, situated at the end of the car parking area
- close this door behind you and remain at a safe distance of at least 2 metres from the internal glass door
- you will be asked to confirm whether you, or a member of your household is currently displaying any symptoms of coronavirus
- your cat, in its carrier, plus vaccination card and any leftover food will be brought through from reception to you
- please remain at a safe distance of at least 2 metres until the internal glass door is closed again
- a handover will then take place as usual but will again be via the closed glass door
- you should check the carrier is securely closed before leaving through the same door you came in
- a member of staff will clean the door handle each time a customer arrives or leaves but you are strongly advised to also use hand gel on leaving
- your cat's carrier and any other belongings being returned to you will be wiped down before they are given to you, but you are strongly recommended to also clean the carrier and belongings on your return home.

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### ITEMS FROM HOME

We cannot accept any items from home at the current time. We will of course provide bedding, blankets, toys and scratching posts as usual.

Please ensure that anything used to line your cat's carrier is disposable or able to be wiped down.

Please remove your cat's collar and leave it at home.

### FOOD

We can provide all of the 'big brand' wet and dry food for the entirety of your cat's stay with us, however if your cat has any special dietary requirements, you may need to provide food for the period. If this is the case, please ensure that you bring enough for your cat's stay.

Packaging should be wiped down by you before you bring any food, and will be wiped down again by us on arrival. Food should remain in the original, unopened packaging wherever possible.

### VACCINATION CARD

You must bring your vaccination card with you when you drop your cat off even though you have sent an electronic copy ahead of time. **Your cat cannot stay with us without it.**

### YOUR EMERGENCY CONTACTS

In these new and challenging times, it is more important than ever that we have complete and accurate emergency contact details of **AT LEAST** two people who we can contact if we are unable to reach you.

At least one of these should be in reasonable travelling distance of Penrose Farm Cattery and both should be aware that your cat is staying with us. **Additionally, please ensure that they have our contact details in the event that they need to reach us on your behalf.**

### DEPOSIT & CANCELLATIONS

Please refer to our full terms and conditions which are available to view on our website, for further information in relation to deposit and cancellation charges.

Many holiday insurance policies will cover cattery cancellation charges in the event that your holiday falls through, but in some cases you may need to specifically request this as part of your policy. We would encourage you to consider this when taking out your travel insurance.

Our deposit policy will commence from 1 September 2020.