

Tails of Cornwall Covid 19 Policy

Following Defra Guidelines established by the Canine & Feline sector group

- Face masks/coverings to be worn at all times when entering the studio.
- Between each client i will need time to fully disinfect the studio & equipment, please wait in your car until i am visible.
- You will need to pop your dog in the studio while i wait at a safe distance (all doors, handles & catches will be disinfected between clients). Leads & collars to be removed & taken with you. On collection please wait until i'm visible, you will then be able to retrieve your dog from the studio.
- It is recommended you bring some hand sanitiser so you can apply it once you've touched the door/handles. There will be an outside tap and hand soap that you can wash your hands.
- Preferred means of payment via bank transfer to be paid prior to collection of your dog. If you need to pay by cash please place the cash in an envelope & pop in the bucket provided (so i don't need to handle it for 72 hrs).
- Dogs that are very knotty or heavily matted will be clipped as short as is required to run the clipper blades through the coat (under the matts). Additional charges may be applied due to the wear on the blades for heavily matted coats. This is for the comfort & welfare of your dog, the coat will grow back & can be styled on their next visits providing you maintain the coat.
- I will not be able to contact you during the groom (not handling my phone), so please accept my decision during these exceptional circumstances.
- Please consider a shorter style so you can have a longer gap between grooms to limit the risk of spreading the virus.
- Owners will not be able to stay with their pets.
- Please check your dog for fleas & treat at home under your vets guidance prior to bringing your pet to an appointment.
- Respect the 2m social distancing with myself & others.
- Only one household dogs in the studio at one time.
- Dogs will be bathed on arrival as the risk is that the virus can be carried on the pets coat, so please ensure they have been brushed ready as i will not be able to prep them pre bath.
- Dogs must be on a lead at all times.
- As it is possible that coronavirus can sit on a dogs coat i will be wearing PPE which will be changed or disinfected between each dog.
- Please do not attend your appointment if you or any of your household are unwell with flu type symptoms.
- Please give at least 24hrs notice if you are unable to attend your appointment as i have a waiting list so need to fill all appointments. Of course I understand we can't predict when we are going to feel unwell.
- I am not currently charging for the additional cost incurred due to extra time to thoroughly disinfect between dogs & costs associated with this & the PPE required to offer my services, however any contributions would be very gratefully received.
- For new dogs/clients please complete & return, via email, pages 1 & 2 of our Client Consent form which i can email to you or you can download from my website <http://www.tailsofcornwall.co.uk/policies/> . I will not be able to complete the groom without this form completed.
- Existing clients please complete the 3rd page for Routine Appointments.

If you have any questions or concerns please do not hesitate to contact me.
Thank you for your support & understanding during this time.

Kind Regards
Sherry

10.05.2020