

Our new Covid-19 Protocols

(Approved by the NSAI)

When you arrive you will see new signs on the gate. The usual covid-19 safety advice - ***please do not enter the premises if you have been asked to self isolate or have symptoms.** Certificates of completion of 2 courses I have taken to stay up to date on pathogen control. Instructions on how to safely transfer your dog to me for grooming.

You can no longer enter the salon or hand your dog to me directly. You'll either need to use a long lead (2m) or you'll need to place your dog into the red cage in the driveway. Please try to come alone and leave children in the car or outside the gate where possible. All drop-offs and collections will be staggered so you should not meet anyone else while you are here.

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Open the gate and close it behind you to ensure your dog does not escape.

Step onto the first yellow social distancing square.

If you think I haven't seen you arrive, press the bell for assistance. It is on top of the large red cage in the driveway. Step back onto the yellow square. Give me time to secure the dog I'm working on inside and to wash my hands.

Once I meet you outside allow your dog to walk towards me. I will put my lead on the dog and remove yours.

OR

If your dog is shy and won't come to me place your dog in the red cage and secure the bolt. Return to your yellow square and I will retrieve the dog from the cage. You can then talk to me about your dog's requirements. If you have more than one dog and you don't think they

will cooperate you can bring them in one at a time.  
As you leave there will be [hand sanitiser on the gate](#). Feel free to use it.

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Once your dog is safely inside the salon they are given their own cage.
They keep the same cage for their entire visit. I'll go back outside and clean down the gate and cage area. Your dog and their collar is washed immediately to ensure that any virus that may be on their coat is removed and their cage is cleaned before they go back into it.
All equipment is cleaned between dogs as usual and I will wear masks, face visors, aprons and gloves and handwashing often to keep us all safe.
All dogs are kept separate unless they are from the same home.

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Transferring your dog back after their groom is the reverse procedure.  
Enter and [close the gate](#) behind you. [Press the bell](#) if I haven't seen you and [stand on the first yellow social distancing square](#). I will have your dog on a long lead and there should be no need to use the red cage as they will be very excited to see you. [Wait for your dog to come to you and put your own lead on the dog and then remove my one](#).

If you are paying by cash you can put it in the [cash box on the red cage](#).  
You can also pay by Revolut or PayPal if you prefer contactless payment.

All cash goes into my UV steriliser.

After you have left I will clean the gate and cage area again.

Thank you for your patience and loyalty during this time, it is very much appreciated!!

### **Dropping off your dog**

Open the gate and close it behind you

Step onto the first yellow social distancing square

Ring the bell if needed

Step back onto your social distancing square

Allow your dog to come to me

OR

Place your dog in the red cage and secure the bolt

Step back onto the yellow social distancing square

I will retrieve the dog from the cage

### **Collecting your dog**

Enter and close the gate behind you

Press the bell if needed and put payment into the cash box

Stand on the first social distancing square

Wait for your dog to come to you

Put your lead on the dog and remove mine

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