



# Corona Virus CODVID-19

## Customer Announcement

Dear Valued Customer

Following the latest UK Government advice, MyPetStop will implement strict new procedures to help prevent the spread of COVID-19 from Thursday 19<sup>th</sup> March 2020.

It is our intention to continue to run as many of our services as possible, however certain services which are deemed to be of greater risk due to close contact between people will be cancelled or postponed until further notice. Over the next few weeks and months, many of our customers may be affected by this virus, however at the present time it does not appear that this can be transmitted to pets. Therefore, MyPetStop will aim to provide our usual first-class service to our customers and their pets during this difficult and unprecedented time.

To allow your pets to still access the services which they love and rely upon for their health and wellbeing, we will be implementing a range of new policies as follows:

# No-Contact Procedure for Pet Drop-Off and Pick-Ups for All Services

## DROP-OFFS

- Please arrive 5 minutes prior to your appointment time and follow signs outside to the Transfer Room (to the right of the main entrance).
- Use the hand sanitiser outside and enter the Transfer Room.
- Secure your dog's lead to the lead hook inside of the room and leave any belongings for your pet within the Transfer Room (further hand sanitiser is available within the room if required)
- Exit the Transfer Room, leaving your pet and their belongings inside
- Press the doorbell outside and wait outside the Transfer Room for our team to collect your pet

## COLLECTIONS

- To collect your pet, please call us on 0191 5371344 from the car park when you arrive
- Your pet and their belongings will then be taken to the Transfer Room by our team
- Once our team have left the Transfer Room, please use the hand sanitiser and enter the Transfer room to collect your pet and their belongings

For your reassurance, the Transfer Room will be regularly disinfected throughout the day.

## **RECEPTION AREA**

The Reception Desk at MyPetStop will be closed and no cash payments will be taken, however customers can still continue to book services and make payments online via their myPet Portal account. Our team will still be available for general enquiries and help using the myPet Portal, however, to reduce the strain on our team and resources, we kindly request that all bookings are made online at this time. Online bookings continue to receive a 10% discount on all bookings.

## **HYDROTHERAPY SPA, GROOMING, BATHING, DOGGY DAY CAMP & DAY CRECHE**

All bookings will continue as normal, following the no-contact transfer policy detailed above. Customers who wish to watch any sessions will be able to do so through the viewing window in the main reception, however no customers will be allowed to enter the activity areas.

## **TRAINING & GROUP CLASSES**

All classes are postponed until further notice. Any payments for pre-booked classes will be credited to your myPet Portal account and can be used towards any of our services or held until new class dates are released.

## **BOARDING**

We will continue to operate all boarding facilities as normal, following the no-contact transfer policy detailed above. A complimentary pick-up and drop-off service will be available to those customers who have been required to self-isolate.

## **PADDOCK HIRE**

We are making our outdoor paddock area available for customers who need to provide their dog with a safe, enclosed area for their exercise but need to limit their contact with others. Our paddock is available to hire for £12.50 for 30 minutes or £20.00 for 60 minutes - please call us on 0191 5371344.

We appreciate your patience and understanding during this difficult time, and we hope to return to normal operations as soon as possible.

If you have any questions, please do not hesitate to contact us.

The MyPetStop Team

