

## Handover protocols

Due to the coronavirus pandemic, Cats22 Cattery has had to make some important changes to how we meet and greet our clients. These changes are to protect both staff and customers from transmission of the virus during handovers, and have been drawn up in line with industry advice and best practice from DEFRA, Canine and Feline Sector Group, and International Cat Care.

We're very sorry but to minimise the risk of virus transfer between people, ***no customers are allowed in the cattery at present.*** Cats22 will be operating a strict contactless handover procedure.

### Before arrival

Vaccination cards should be scanned and emailed, or photographed and sent by WhatsApp, text or messenger prior to arrival. Mobile number to use is 07810 431669.

Complete your additional information online, including the Covid-19 questionnaire. The link to the online form can be found in your Cats22 Booking email. We cannot accept any physical paperwork. It is essential that you provide an emergency contact on this form in case either staff or customers fall ill and the cat needs to be collected.

We would request payment up front by bank transfer if possible. However if you do need to pay in cash, please put the exact amount of money in a sealed envelope. Do not hand over loose change or notes.

Do not pack or bring anything extra with you from home, other than essential medication and food. All meds must be in their original packaging and all food must be in wipe-clean containers as they will be disinfected on arrival. If you would like us to provide additional beds, blankets, igloos and bowls over and above what we usually provide, please let us know in advance.

Wipe down the surface of the cat carrier before putting it in your car.

### On arrival

Please turn up at your specified arrival time. Do not turn up early or late as we want to avoid having more than one customer on site at any time.

Arrive alone if possible. If you have someone else with you, we ask that they remain in your vehicle at all times.

Please wear a face covering, either a surgical mask, non-medical mask or scarf. We will do the same. This is a courtesy to protect both staff and customers.

**Wait inside your vehicle and phone either 01844 201675 or text 07810 431669. Do not come to the cattery or knock on the doors.**

You will be asked to drop your cat in its carrier at a designated point outdoors and step back at least 2 metres. Please avoid touching anything other than your cat carrier. Hand sanitiser will be provided in case you do accidentally touch anything.

### Collecting your cat

As above, please come alone, wear a mask, wait in your car and phone or text one of the two numbers above. We will return your cat to a designated spot on the driveway and retreat 2 metres.

**Cats from positive households**

We are currently able to accept cats from positive households but you must complete the Covid-19 questionnaire beforehand so we can take the necessary precautions.