

Coronavirus Update

We are coming back!

From Monday April the 27th we were able to return to work but under strict protocol.

The government outlined a way we could attend to pet needs where we or their owners felt their welfare was a concern.



The pet had to fall into a certain criteria i.e. :- age, (being very old) , have underlying health problems from heart problems, eye, ear, or skin disorders or where their coat condition could cause them harm, pain or discomfort from been long thick or prone to getting matted.

If your pet fell into this category, and was due to have their groom either before or during the lockdown, or if you were one of the customers that we had to move, your record card came up and we called or text.

We are still working through our list, it is proving to be a very slow and stressful process, I will explain. On a normal day we would work a booking system where we have dogs coming in every 30 minutes and going out every 2 hours or so. Because of social distancing and because we have been told to make sure our salon is disinfected where customers have been to drop their dog off after every 1 visit. This process could take a 30-minute turn around, so our salon has a strong smell of disinfectant but at least you know it is clean. This is to ensure the safety of myself and my staff and to protect you as the customer. Therefore, we can only manage to fit 4/5 dogs in, in one day from 4/5 different households. I feel I will never get back on top of this ever-growing list of dogs that need grooming therefore, I am NOT taking on any new customers at the time.

I am just doing this quick update to let you all know I have not forgotten or abandoned you or your Poochies and as slow as this all is, we will, and we are getting there slowly. Thanks to everyone for their texts, calls and emails of concern and questions if I have not already text I will be over the next few weeks. Rest assured I am working around the clock 24/7 to try to sort you all out and get you all booked back in.

Please bear with me I am trying my best and trying to prioritize the more needy first.

Thanks, Sarah, Pampered Poochies

Coronavirus Update part 2

New hand over protocol

Hi here is our new hand over protocol for when you drop your pet off at the salon:

- * There is now an intercom fitted to the door as we are keeping the door locked to stop others walking into our clean safe sterilized area.
- * There is hand sanitizer fitted to both inside and outside the front door.
- * When we open the door come into the reception close the door so it's safe to open the white gate put your dog through and remove all their lead, collars or harness and take them home with you.
- * Georgia will be by the desk to greet your dog as a familiar face as this is a new thing some dogs are becoming a little frightened (please DO NOT go any closer than the 2 meters recommended for social distance)
- * When the gate is locked you may open the front door and leave knowing they are safe. We will call, text or may give you a time to come back, please keep as close to this time as possible to allow time for us to re-disinfect the salon for the next customer.
- * The disinfectant process takes 30 minutes so if you notice the strong smell of disinfectant or the floor is wet, no need to panic it is just disinfectant and is safe for the pets to be around.
- * We also need to make you aware you should be using your 1 hour exercise to walk to the salon to drop off your pet or should you feel the walk is too much for your pet because of age etc. you can use your car, but it is not a necessary journey to visit the groomers and we **cannot** take responsibility should you be stopped.
- * Payment can be by bacs or our card machine is in reception should you need to pay with cash, please make sure it is the correct amount and in a clear food or money bag.
- * Finally, if anyone in your household has or is showing signs of the coronavirus please inform us before taking this slot. There will be another slot time available in a week or so. Please DO NOT except the appointment if you suspect you have Covid-19 you will be putting not only yourself but me and my staff, not to speak of other people's pets in harm's way, and adding to the risk and the spread of this virus. Please cancel your appointment protect me, and my staff so we can continue to groom other customers pets. There will be other slots later available for your pet **but** there may not be another me to groom them. We have been told the virus can stay on a pet coat the same as on your clothing. We have been informed by bathing the dog as soon as they arrive at the salon is the same as washing your hands for 20 seconds.

Thanks for your cooperation.
Sarah, Pampered Poochies

Coronavirus part 3:

What to expect when you bring your pet to the groomers:

While we are dealing with this Covid-19 virus, things have had to change, not just a new hand over protocol but the times we are working, the slot or appointments times could be longer/shorter, your dog may take longer than usual or in some cases be groomed quicker than normal. Also, our grooming styles have had to adapt because of either DIY or coat condition and in some cases some dogs are very muddy from all their new 1 hour long walks every day we are all subjecting them to.



So, what you need to know:

When you come into the salon, we will be wearing a mask, this can be a little frightening for your dog, if you have one please wear it around your dog, so it becomes a normal sight. Dogs look at our faces for reassurance if they can't see us smiling it will worry them, luckily as most of our customers are very regular your dogs are quite happy to come wondering though the gate often still wagging their tails and very pleased to see us. I am not sure if it is a look of relief as to be getting their groom finally or because they are been groomed by a professional not mom or dad.



Disinfectant is safe 4 dogs that also kills Covid-19 virus.

This came with a certificate proving this.

The smell of disinfectant is very strong and can be a shock to both you and your dog remember, their sense of smell is far greater than ours plus they will pick up on your body language if your shocked or worried as well as panicking about coming in and remembering everything you need to do they will start to worry with you,

so, my advice *STAY CALM* it is just us, you know us your dog knows us they will be ok.



Removing their leads and collars:



DO NOT REMOVE THEIR LEAD UNTIL DOOR IS CLOSED AND LOCKED

This too is a new thing and some dogs just do not know why or what is going on. Make sure you come through the white gate with them

DON'T RUSH. Take everything back home with you ***BUT do not*** forget to bring it back with you when you come to collect them so that you can take them home safely.

Because we do not have their collars, we will leave a bow on the shelf for you so you can take it and fit it to their collars yourself. The treat bags are still there do not forget to take one with you.

How do you pay

- You can pay either by bank transfer, which we can give you our details either by text when you book in, or we have a card with the information on you can take with you when you drop off your dog.
- You can pay by card. The machine is in the reception on the windowsill. The reader is linked to the mobile phone so we can Bluetooth the amount over to you to then swipe your card on the reader. It can be contactless for up to £45, providing that you have a £45 pound card limit, if not you can safely pick up the reader to pop up card in to use manually. As part of the clean down and disinfection process we will clean and sterilize this to.
- Cash, if you are unable to pay by either of these methods you can use cash this must be for the correct amount and in a sealed clear food or money bag, we will NOT give change.



Picking back up

We will call text or give you a time to return for your dog. If possible, **please** return on time so we can clean down ready for the next customer, and to avoid meeting someone else in the reception. The door will still be remaining locked so please use the new intercom.

DON'T FORGET YOUR DOGS LEAD AND COLLAR

Next appointments

If you normally rebook your next appointment while you are picking your dog up, we can do this make a note and text you the next time and date. This will save you hanging on in the reception and risk bumping into another customer. If there is any additional information is needed or you need to inform me of anything else, please do so via a phone call or text.



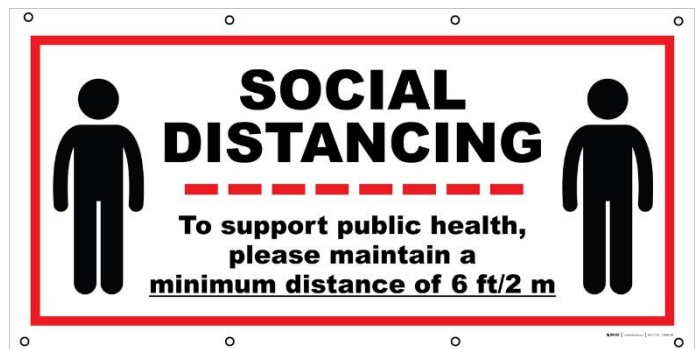
Self-isolation

If your or anyone in your household are self-isolating, please let us know. There are many different reasons for while someone is shielding their selves it doesn't mean they have the virus but they may be vulnerable or have a family member they live with that is, please respect this and do not enter the salon when other customers are already in there, this is why we have fitted the intercom and are locking the door to stop others from entering at the same time, If anyone is showing signs or symptoms of the virus please ***do not*** take this appointment there will be other ones. While we are aware, we just do not know if someone has or is carrying the virus, so we are doing our best to maintain the cleanliness and keeping the place safe. As we have been told this virus can stay on your dog's coat for the same time as if it was on your clothing so we cannot be held responsible should you feel your dog may carry the virus back to

your home by bringing your dog to us you may run this risk. However, we have been advised that we can use a disinfectant on a cloth and wipe the dog over prior to entering the salon, so this is something you may choose to do before re-entering your home.

Social distancing

Please always remember your social distancing in the salon.



What to expect from a covid19 hair cut?

While your dog is with us we have to bath them straight away as explained earlier, so if they have gone longer and their coat is thick it could take longer than normal, if they are very knotty I may have to trim them down more than normal, but this will grow back, likewise if you have been doing a DIY I may have to blend in or restyle,



How does the new cut affect others?

Children,

As we are on still on lockdown and the children are at home seeing the fluffy over grown pooch in the house, to have them back with a new trim, or be cut down a lot shorter may upset or shock them, just let me know we can send you a picture to show them so they know what to expect so hopefully no tears.

Finally,

Thank you all for your consistent support help and advice throughout all of this, I have truly missed you all over the last 7 weeks. Thanks again for been patient and waiting for a slot, I do look forward to seeing the end of all this worry.

Sarah, Pampered Poochies

