

## **DROP OFF AND PICK UP UPDATE**

Due to all the health concerns surrounding the Corona Virus I believe it is in the best interest of everyone to put some safety procedures in place for the health and safety of everyone.

Going forward please plan on this process taking a few extra minutes as we all adjust to this being our new normal and figure out the flow.

**Please if you are not feeling well call to reschedule.** We will do the same. This is a serious matter.

### **DROP OFF**

- ❖ Plan on having gloves and a mask when you arrive. If you usually walk your dog please plan on allowing a few extra minutes to do so. Don't forget to put deposits in the can!
- ❖ For safety, exchange will take place in the lobby, please only one person in the lobby at a time. At this point we can go over any updates, special instructions you may have, your dog will be changed into one of our clean slip leads and you may take your leash and collar home with you. When this is done we will put your dog up for a few moments while we wipe and disinfect surfaces before the next client comes in. If someone else is inside when you arrive, please wait a moment for them to exit and us to wipe down for you.
- ❖ You will either be given a pick up time or a call when your dog is done. Please be respectful of this time, we are doing the best we can to manage and adjust to the new normal.

### **PICK UP**

- ❖ The process will be reversed, we will bring the dog to the lobby and you may change them back into their own collar. Put the used slip lead into the bucket for disinfecting by us. Payment can either be handed to us, we can take cards in and run them OR if you are not comfortable you can wait until we are inside then come into the lobby and run your card yourself OR you may pay by calling in your card if that makes you more comfortable. Checks and cash are also still acceptable, we will handle accordingly.

Please be advised we still cannot always answer the phone. We will get back to you when time allows. As always, the health and safety of our pets, clients and groomers is of utmost importance.

## **Drop off** Thank you for rescheduling if you are ill

- ❖ Please, only one client in the lobby at a time. Take your collar and leash off your dog and put on a clean slip lead in our lobby. Take your collar home with you
- ❖ We will meet you to get your dog with our gloves and mask
- ❖ Please make us aware of any special instructions at this time
- ❖ We will put your pet in a kennel and wipe down the lobby so its clean for our next client. We will call when your pet is finished

## **Pick up**

- ❖ We will bring your dog out front on a slip lead, you may put your own collar and leash back on and put the used slip lead in the bucket provided for sanitation

## **Payment**

- ❖ You may either hand us payment check or cash, we can take your card in and run it if you wish, or if you prefer you may come in respecting social distancing and run your card. Machine will be disinfected after each use.

Thank you for your patience and helping all of us stay safe!!!

