

# Exclusively Grey

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**Strictly Greyhounds Only**

## **CUSTOMER CHECK IN/OUT PROCEDURES** **DURING THE COVID 19 PANDEMIC**

Following government advice to reduce the chance of spreading the virus we have introduced new procedures for our kennels. These may change in reference to new government guidelines, with reference to social distancing, etc.

### **Very Important**

**Any customer with symptoms or may suspect or been in contact with someone who has the virus should not be journeying to us and therefore should call us to discuss boarding options.**

### **Vaccinations**

**We are aware that some Greyhounds vaccinations may be out of date due to the Lockdown. However we still need to see up to date records in order to safeguard other boarders. Please contact your vets prior to coming to us if yours are out of date.**

### **Check in procedures:**

- On arrival, if other customers are being attended to please remain in your car until the previous customer has returned to their car and left.
- Customers should then, leaving Greyhound in the car enter main gate.
- Customers should not enter main kennel area; check in procedures will be done on driveway. All normal information will be required, however we will not ask for signature during the outbreak, acceptance of the terms and conditions will be seen by leaving your Greyhound with us. A copy of the contract will be provided if required.
- Customers should then bring their Greyhound in to secure grassed paddock area and removing their lead/collar or harness, where they will be wiped down with animal safe disposable antibacterial wipes.
- We do advise at the moment against bedding, toys, etc. Being left with us.

### **Check out procedures:**

- Please ring us prior to collection, **and don't forget the lead/collar or harness.**
- On arrival, if other customers are being attended to please remain in your car until the previous customer has returned to their car and left.
- Customer should then enter main gate but should not enter main kennel area.
- Your Greyhound will be brought out to the secure grassed paddock area and wiped down then you can take to your car with your own lead/collar or harness.