

Handover Protocol

Your cat must arrive in a plastic/solid surface carrier that can be wiped down with an antibacterial wipe. The virus can live on solid surfaces, this is extremely important. I will not take in cats in any other type of carrier. This will continue after COVID.

Your cat will have a bath in cat shampoo in my service, so risk is very little on current evidence. Your cat carrier will be wiped down in same manner by me to return your cat to you.

There will be no contact between us at handover and nobody can enter my premises.

To have your Cat Groomed :

- You must not have had corona virus yourself or be suffering symptoms
- You must not be in contact with a person who has symptoms or had the corona virus
- You must be in agreement to the following Protocol for yours and my protection and return an email showing your agreement.

Please bring a **MASK AND GLOVES**. I will supply if you don't have any. Please tell me in advance of your appointment.

To do this there will be a strict handover protocol. Please read this carefully and respond that you are happy with this.

1. At arranged time and where possible only **ONE** person, arrive at the rear of my house. Drive past the front of the house, take immediate right and another immediate right. Message or ring me when you arrive.
2. Please wear your **MASK** and **GLOVES** place your cat at my gate. When you step back **2 METRES** I will collect your cat and take straight into my home. Do not put anything inside the carrier with your cat like blankets etc. Puppy pads are best for traveling if you wish but it will be disposed of on arrival.
3. As you are a **NEW CLIENT**, I ask you to wait and I will ring you on the phone after I have assessed your cats coats and its needs for the grooming session. This could be different from the video consultation on close inspection and I will ring you by phone to confirm the details. You will need to agree by email to any changes needed for your cats treatment. Once agreed and received you may leave and I will commence treatment.
4. I will notify you by phone when the cat is ready to return. It will be approximately 2 to 2.5 hours. If your cat is having a Lion cut due to severe matting it could be 3 hours.



You will be informed during the session if I believe there will be a difference in the time scale stated.

5. We repeat the handover process at collection. Payment must be made in full before the collection of your cat. **Place your cat carrier back outside your house and clean down with anti viral / bacterial cleaner from your home.**

6. I will notify you of cost and this will be **BANK TRANSFER ONLY**. This will be after the groom. It will be payable before collection of your cat. The minimum first time fee is £65, this is due to the level of work involved, PPE and time spent. The only extra costs are if I have to use extra products such as degreaser or there is a lot of shaving involved (see matting fees on services page of website). Shaving is a last resort depending on the cats temperament and discomfort. **There is a non-refundable Booking fee of £55 based on my minimum service fee for all clients now please to hold your booking. This will be taken off the total on the day. Please tag your payment.**

My bank details are:

Lloyds Bank

Purrs and Furr cat Grooming.

Sonia Redpath

Sort code : 30-93-55

Bank acc : 70392568

NB.

Please note, I ask you to wait until I have assessed your cat to conform treatment plan and know it is willing to be groomed. All cats can change, so I will phone you that all is well and the groom is going ahead.

I have included a link for my Services page with clear statement of costs.

<https://purrsandfurr.catgrooming.uk/services/>

If you are happy with this process we can go ahead and get your cat a confirmed booking.

Please reply back to this email you understand and are happy to go ahead.

Kind Regards

Sonia Redpath