

STARBARKS DOG GROOMING

COVID Guidelines

These are in place until further notice regardless of official government restrictions

IMPORTANT

IF YOU OR ANYONE IN YOUR HOUSEHOLD HAS EXHIBITED ANY COVID SYMPTOMS, HAS HAD A COUGH OR A TEMPERATURE IN THE PAST 14 DAYS PLEASE DO NOT ATTEND YOUR APPOINTMENT

Please read this information thoroughly, if ALL points are not abided by/agreed to then your appointment will be null and void but still chargeable in full.

- ❖ When you arrive at Starbarks please do not ring the doorbell, please walk around to the left of the house where I will come out and meet you, please **stay at least 2 metres away** and wear a mask if you are able.
- ❖ There will be a large size crate/s outside, please place your dog/s inside. There is also a ring with a carabiner clip attached to the fence which you can use to secure any that refuse to get into the crate (although the crate is preferable as it's more secure). If using the crate, please take all collars, leads, harnesses away with you. I will use my own biothane slip lead to secure your dog once you have left. Both the crate and lead will be thoroughly disinfected between each dog using Hyperclens disinfectant which is specifically made for animal use.
- ❖ Hand strips will not be bathed but they will be sprayed with Leucillin before and after to protect both myself and yourself upon pick up. I will also wear disposable gloves & a face mask throughout the groom to try to prevent any cross contamination.

Because I will have strict times allocated to groom your dog (allowing time for socially distanced hand overs and making sure only one customer is here at a time) the following points must also be implemented.

- ❖ **Matting.** I am usually very lenient with this, however, because this is such a time issue I will be charging a £10 matting fee if there are any matts on your dog. Having to dematt your dog will impact on my subsequent appointments. Please try and run a comb through the night before, this will help greatly.
- ❖ **Appointment times.** You must arrive on time, both for drop off and pick up as I need extra time to disinfect, change my PPE etc before the next dog arrives. If you want anything out of the norm for your dog then please let me know before your visit otherwise I will groom your dog as is usually requested.
- ❖ **Payment.** Payment must be made IN FULL by bank transfer at least 24 hours in advance of your appointment time. If the payment is not in my bank account and cleared by then your appointment is cancelled and will be offered to someone else. It is your responsibility to remember to pay this on time. Cash will not be accepted.

As always, all products mentioned are specifically formulated for animals and as such Starbarks Dog Grooming (Helen Glading) can not be held responsible should any adverse/allergic reactions occur.

By signing below you acknowledge that you have read & agreed to all terms set out above.

Print name _____

Signed _____

Date _____