



## Important Information about Visiting Us in Practice

Due to the current COVID 19 situation in the UK, we're doing everything we can to limit the spread of the disease, but we do need you to help us by adhering to the following guidelines.

- In the interest of keeping our teams and clients safe, we ask that you don't come into the practice if you have a new, persistent cough and/or a high temperature. If you do cough or sneeze whilst in practice, please cover your nose and mouth, and use a tissue where possible. Our staff will direct you to the nearest bin. Please wash your hands and use sanitiser afterwards.
- When you contact us to book an appointment, a member of our team may ask whether or not you have a new persistent cough and/or a high temperature. If you do, you'll be offered a telephone/video appointment and if this is not applicable, alternative arrangements will be made. Telephone/video appointments will run for the same length of time as a regular appointment in practice, and will incur the same cost.
- To avoid crowding within the waiting area, we'd prefer your pet to be accompanied by one person only. If you'd like to wait outside or in your car, call us and we'll be happy to tell you when the Vet/Nurse is ready to see you.
- In the interest of safety, we will avoid shaking hands with clients.
- Please use the hand sanitisers provided, both when you arrive at our practice and when you enter the consult room. If you can't find them, please ask a member of our team for assistance.
- As recommended by the WHO (World Health Organisation), we'd appreciate it if you could pay with card rather than cash.
- If you need a home visit, we'll ask you a series of questions to make sure our staff members are safe from the risk of infection.
- During your visit, you may see staff members cleaning and disinfecting areas of the practice. We apologise for any inconvenience but we believe these preventative measures will help to reduce risks to both our clients and staff.
- We have robust internal procedures in place, should a member of staff feel unwell or at particular risk of contracting COVID 19. This is to minimise the spread of the virus as best we can.