

## **CORONAVIRUS – WILLERBY WARREN GUIDANCE AND PROCEDURES FOR DROP OFF AND COLLECTION**

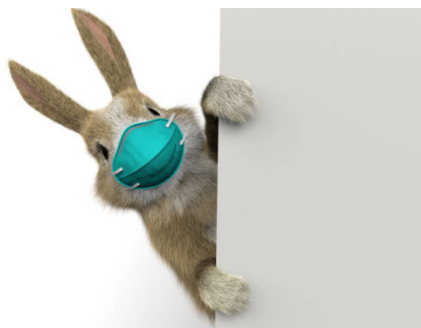
**Following the recent outbreak of the Coronavirus Pandemic, it is vitally important that you understand the new procedures that have been implemented by Willerby Warren. These procedures have been implemented to ensure the protection and health of all Clients and of the Employees of Willerby Warren**

### **General Procedures**

- Pets must arrive in a fully secured proper pet carrier, appropriate to the animal. They must not arrive in any substandard, damaged, or inadequate carrier, therefore no ropes or temporary structures please and no boxes, or baskets. The carrier should be clean, and free of all paper, hay, straw used previously.
- For the time being, no other items can be brought with your pet, for example, blanket, toys, bedding, toilets – these items are provided.
- All eating and drinking items are provided here – for the time being please do not bring your pets own items with them.
- Bring a supply of your pets' own choice of dry food only – please do not bring any other foods with them – for example, fresh/unused vegetables. Please ensure that this dry food is in a wipeable storage container i.e. no bagged food. You can still bring their favorite treats in a wipeable container, should you wish.

### **Arrival and Collection Arrangements:**

- Arrivals will be pre-arranged, with an agreed suitable and convenient date and time. Please can you ensure that you are punctual with the agreed arrival time
- Pets are to be placed (in their carrier) by their owner outside Willerby Warrens' main entrance gate. Their supply of food is to be left here also
- Socially distancing, (2 meters as a minimum), they will be collected and brought into Willerby Warren. At this present time, Clients are not allowed into Willerby Warren to 'settle' their pets into their accommodation
- Preferably only one person please to bring your pet to the arrival gate
- Collections will be pre-arranged, with an agreed suitable and convenient date and time. Please can you ensure that you are punctual with the agreed time
- Your pet will be placed (in their carrier) outside Willerby Warrens' main entrance gate. Their supply of food will also be left here
- Socially distancing, (2 meters as a minimum), you can then collect your pet to take them home
- Preferably only one person please to collect your pet



### **Cleaning and Disinfecting:**

- Upon their arrival into Willerby Warren, whilst still in their carrier, your pet will be gently wiped with a damp kitchen roll, before being placed into its holiday accommodation
- Their carrier will then be fully wiped with a sanitizer (as will their food container) before being placed away for safe storage
- Cleaning and Disinfecting will be undertaken with VirkonS, as is current. Hand sanitizer will continue to be used, as will regular sanitization of all food preparation areas
- Our ridged cleaning regime of accommodations will continue as usual.
- PPE equipment continues to be used, disposable gloves, and the introduction of disposable aprons

### **Communications and Payments:**

- At present, no prospective viewings can take place. We are, however, able to send you (via messenger/WhatsApp) a video of Willerby Warrens' accommodations
- All booking forms must be completed online and emailed to us. No paper booking forms to be sent to Willerby Warren please. ([www.willerbywarren.co.uk](http://www.willerbywarren.co.uk))
- Veterinary vaccination certificates, relating to your Rabbits' vaccinations, must be photo only. They must clearly show: Veterinary Practice Name, Rabbit's Name, and the vaccinations given. We are requesting this, in lieu of visual sight of their original vaccination certificate. These photos can be sent to us via messenger or WhatsApp
- Paper invoices will no longer be provided. Your invoice will be sent electronically to you via text, messenger, WhatsApp
- Payment will be electronic payment only via BACS. Cash or cheques can no longer be used

