

Covid-19 & The Dog Hut.Biz™

Our Biohazard Protocols

Current Industry Advice & Government Guidelines for Dog Groomers

TRAVEL

Government Regulations make it clear that an owner taking a pet by vehicle to be groomed is unlikely to be essential travel, however there may be welfare grounds on which grooming may be necessary, particularly if the lockdown persists.

Groomers and their clients should consider whether the necessary human contact and journeys are essential or in current circumstances may be delayed to protect public health.

VIRUS TRANSMISSION

Grooming services present a challenge as there is a risk that the virus may be carried on the dog's coat. Pets from households with coronavirus present higher risk given the nature of the service.

CUSTOMER CONTACT

In many cases, groomers may therefore consider that maintaining contact with clients remotely and offering advice to them about their pet's coat is the safest outcome for all concerned.

INTRODUCTION

To help safeguard the welfare of our clients' pets we have made the decision to reopen our grooming salon. However, we are asking everybody to adhere to our biohazard protocols to enable this. These include social distancing, hygiene control and handover protocols.

Grooming will only be carried out strictly by appointment only.

Only one dog or dogs from the same household will be allowed within the grooming area and be groomed at any time.

COVID-19 SYMPTOMS

Please do not bring your dog in for grooming or enter our shop **if you are exhibiting any Covid-19 symptoms such as coughing, sneezing or high temperature.** We would appreciate as much notice as possible if you are unwell or unable to attend your appointment.

YOUR ARRIVAL AT THE SALON

Social distancing must be maintained at all times. Our salon door will be locked, please knock and wait for us to respond. When we unlock the door, please DO NOT enter until directed to do so, to allow us to step back for social distancing measures. We will then provide information on how you should enter as you may be required to enter via our rear access. We will guide you further on this at the time.

*HANDOVER PROTOCOL

Dropping Off. We will have discussed your dog's needs at the time of booking. When asked, you will need to remove your dog's collar, lead and / or harness when safe to do so and take your equipment home with you.

We will call your dog to us and secure them with a slip lead to adhere with social distancing. Where this may not be possible, such as with nervous dogs, we will provide you with a slip lead for you to put on your dog so you are able to remove and retain your equipment. To minimise risk, slip leads will have been disinfected and prepared prior to your arrival.



There are no confirmed instances of transmission of Coronavirus (COVID-19) from pets to people. However, the virus could be passed from person to person via a surface such as a dog's fur, collar and lead.



ADDRESS

**1 Claremont Road,
Seaford, East
Sussex, BN25 2AY**



PHONE NUMBER

01323 890041



WEBSITE

www.thedoghut.biz



[www.facebook.com
thedoghut.biz/seaford](https://www.facebook.com/thedoghut.biz/seaford)

Please tie your dog to the secure dog ring by reception and make your way out.

Collecting. Please do not return to the salon until you have been asked to do so by us. Unfortunately, we will not be able to allow you access if you arrive early.

The salon door will be locked on your arrival, please knock and wait until we respond and then ask you to enter. When you enter please stay by the payment table as indicated, please do not come in further to the shop. Please close the door behind you to keep your dog safe.

We will ask you to make payment first before we release your dog to you to ensure minimal disruption, especially if your dog is excited to see you. See below for payment details.

Following your payment please call your dog when asked and put on your dog's lead and collar / harness.

Any feedback and bookings can be made at this distance, if you wish to use an appointment card as a reminder for your next appointment please remember to bring your own pen to use.

PAYMENTS

We hope you understand that cash payments are not allowable during this pandemic.

We request that all payments are made by card, our card processing device will be on found on the table by the front door and we will prompt you and process your payment from a distance.

Should you wish to use contactless and your payment exceeds your bank's contactless limit then we are happy to enter two transactions to enable this for you. There is no additional charge.

Where it is not possible to use card payments then payments can be made via BACS and you will be asked to confirm by email when you have done this. Details will be provided at this time. T & C apply.

THE GROOMING PROCESS & HYGIENE MEASURES

We will be following strict coronavirus guidelines for grooming as set down by DEFRA and the CSFG therefor all dogs will be bathed immediately following handover to minimise any possible spread of Covid-19 that may be carried on their coat. This helps us to ensure our safety and the health and wellbeing of your dog.

As dogs are bathed immediately there is no pre bath preparation as normal, so this may affect the ability to de-matt. This is likely to impact part of the grooming process and may affect the overall finish of the groom. Therefore, where a dog is

heavily matted, we will advise you that we will have to remove the matted coat by clipping off.

All members of staff will be wearing masks and other appropriate PPE, to protect you from any transfer of droplets from us onto your dog.

Our disinfection and sterilisation of all grooming equipment, baths, tables and towels is the same high standard that we maintain prior to Covid-19 as we carry this out routinely after every dog or cat.

We will be enhancing disinfection procedures of the environment as our shop door handles inside and outside, security gate, payment table and card payment machine will be sanitised after every client.

Please bring with you hand sanitisers or wipes should you wish to use these in line with your own hygiene process.

THE PROVISION OF TREATS FOR REWARD

As clients are aware, we adhere to our strict welfare policy and as part of this we use reward as part of the application of animal learning theories, to enhance the grooming experience for your dog and in some instances help us facilitate grooming.

Please provide your dog's treats in a wipeable and sealed container and leave this on the payment table on arrival.

We will disinfect your container and leave ready for you on collection or the use of a disposable container would be preferable.

If you are unable to bring treats, we are happy to provide them at a small additional fee should they be needed. We also have special diet treats available such as low fat and gluten free.

PETS WITH PROBLEMS

We are normally happy for any owner to stay with their pet during grooming, but unfortunately because of the unprecedented situation with Covid-19 we are very sorry but we cannot allow this.

If your pet needs the security of a handler, we are more than happy to organise this for you but we will have to charge for our time.

We promise that we will endeavour to keep our charges as low as possible during this crisis.

PET COLLECTION SERVICE

We may be able to offer a collection and drop off service for our clients, subject to a small fee from £5.00 each journey depending on location.

Any vehicle used for the collection of drop of service will be disinfected after each journey.

NEED FURTHER INFORMATION OR ADVICE?

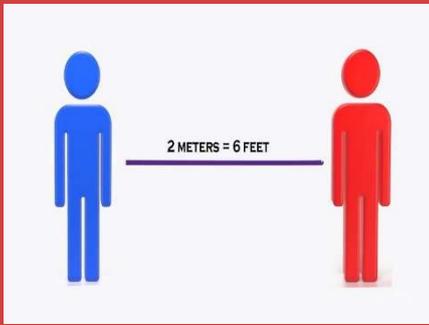
Then please call us to in plenty of time before your appointment. Or you can email sara@caninestudiescollege.com
We are more than happy to help.

YOUR SUPPORT

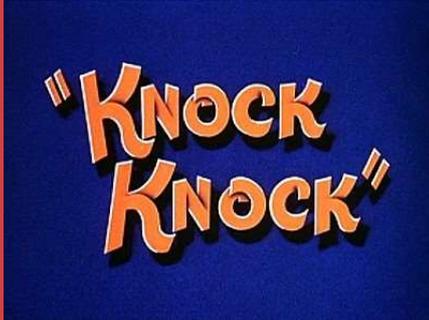
As we are part of the animal care sector, we now have permission from the Government to trade. If we are inspected and deemed to be in breach of the guidelines then we may be ordered to close until lockdown is lifted gradually.

Therefore, we ask for your support in helping us adhere to these protocols.

***We will be operating handover protocols as set out by the Canine and Feline Sector Group and DEFRA.**



**PLEASE KEEP 2 METERS
APART FROM US**



**PLEASE KNOCK AND WAIT
FOR INSTRUCTIONS**



**RETAIN YOUR DOGS
EQUIPMENT AND TAKE HOME
WITH YOU**



**MAKE PAYMENT BY
CONTACTLESS CARD**