



## ABBOTSWAY KENNELS NEWS

### (May 2020)

We hope this newsletter finds you safe and well in the current situation. We at Abbotsway Kennels would like to take this opportunity thank all the key workers who have been looking after us during the Coronavirus pandemic. We would also like to thank our many customers who have sent us messages of support and encouragement during this difficult period for us all.

#### **Firstly – some good news!**

We are delighted to tell that, as from Monday 18<sup>th</sup> May we are open again although there will be some changes to ensure compliance with the latest Government Guidelines. These are detailed below.

We appreciate that it will be some time before things get back to normal for some of you but we expect to be seeing many of our customers again soon, particularly those returning to work and education and visiting family and loved ones after the lockdown. We are really looking forward to seeing you all again!

#### **and some more good news ....**



Abbotsway Kennels has been awarded prestigious Five Star status by Hambleton District Council following inspections and assessment earlier this year in accordance with the Animal Welfare (Licensing of Activities) Regulations 2018.

We are very proud to have achieved this demanding standard and would like to thank all our staff and customers who have helped us to this success.

#### **Coronavirus Measures:**

In order to comply with Government guidance we have instituted a number of measures on site to reduce the risk of infection and we have revised our delivery and collection procedures to ensure contactless transfer. We hope these measures will not be too onerous for you and we welcome your feedback.

Firstly, visits by appointment only - please contact us by telephone before visiting the kennels so that we can ensure compliance with the Government Guidelines.

When making a booking for your pet we will complete the Registration Form in advance by telephone rather than face to face on arrival. If there are any changes between the time of booking and the arrival date please telephone us to update the registration.

There is a copy of our Registration Form below so that you can consider the information required beforehand.

Please ensure that only one person enters the premises at any time to deliver or collect a dog.

Do **not** attend our kennels if you have any of the widely publicised symptoms of the disease, if you are in any doubt at all please contact us first.

We have instituted a contactless handover procedure using our Quarantine Kennels adjacent to the South Kennel Building entrance. This is in order to achieve the required social distancing and improved hygiene standards.

### **Delivery:**

Firstly please notify kennel staff of your arrival tel: 07974 359575

Ensure your dog(s) is securely on a lead before it leaves your vehicle

Place your dog in the allotted Quarantine Pen and fasten the door

Please retain your own equipment such as dog leads

Place any food/medication/bedding/toys on the table provided

Finally, please disinfect your hands on completion using the hand gel provided

Note: your dog will be wiped down with a pet safe disposable cloth and transferred to it's permanent kennel as soon as you have left.

### **Collection:**

Firstly please notify kennel staff of your arrival

Your dog(s) will be located in the Quarantine Pen ready for collection

Note: your dog will have been wiped down with a pet safe disposable cloth

beforehand and any food containers/medication/bedding/toys disinfected

Please ensure your dog(s) is securely on a lead before transfer to your vehicle

Any bedding/food/toys will be left at the Quarantine kennel on the table provided

Please make payment by card or by BACS transfer beforehand

These arrangements are in accordance with the recently issued DEFRA Guidance and the changes are for the safety of us all.

### **Feedback:**

We will continue to monitor and improve these arrangements and welcome your feedback. If you have any concerns at all please let us know immediately – we want your dog to have a safe and enjoyable stay here at Abbotsway Kennels and for you to have peace of mind.

