



190 Pyes Pa Road, Tauranga, 3173

Covid-19 Safety Protocols under Alert Level 3

September 2021

If you have any Covid-19 symptoms, or have been in contact with anyone who has confirmed or suspected Covid-19, we cannot permit you to enter our premises. Please notify us of this fact and we will work with you to try and find an alternative arrangement.

1. Maintain 1m separation from our staff and other customers
2. If there are other customers present, only one customer may exit their vehicle at any one time.
3. If no staff members are around, they are likely working in the boarding areas. Press the Green Bell Button outside the Office door to alert staff to your presence.
4. Dogs must be secured on a lead with a tightly fitted collar or harness. (To maintain physical distancing from staff, we have numerous Dog Park Hooks on the wooden posts for you to secure your dog).
5. Cats must be placed in their container in the parking lot where indicated by a staff member.
6. Medications or own food must be in a **sealed bag/container**, labelled with **clear instructions**.
7. If Vaccinations have recently been done, email or text (to 027 543 0560) a scan/photo as proof of Vaccinations. **Include a copy of the front identity page of the vaccination book.**
8. **Payment Options - To ensure contactless payments:**
 - a. **EFTPOS**
 - We have PayWave available
 - For higher amounts you may need to enter your pin. (For your safety and ours, should you need to touch the terminal or keypad for any EFTPOS transaction, be aware that we will always disinfect the terminal before and after use).
 - Alternatively, you may also phone through your credit card details for payment
 - b. **Online Banking**

If you choose this option, you will be emailed an invoice with our bank details.
 - c. **We are not accepting Cash at this stage unless you have no other option of payment.**

If you need to pay by cash, place the exact amount in an envelope/bag.
9. For **Contact Tracing**, we are using our booking database as our contact register. If anyone other than the registered owner will be dropping off or collecting, please email through their Full Name, Email address and Phone number prior to dropping off or collecting.
10. You are encouraged to use the "[NZ Covid Tracer](#)" App. We have scan codes at various points for you to scan.
11. If you develop any covid-19 symptoms while your pet is with us, **do not enter our premises.** Rather arrange for someone else to collect your pet, or extend your pet's stay until you are well.