

When visiting your dog's Carer please abide by the following:

1. Consider each individual situation and how to safeguard both yourself and your dog's Carer.
2. Agree to meet at a time and place. This maybe at the carers doorstep/gate with a view to walking together or entering the Carers garden or at a local park. We apologise but owners are NOT permitted to enter the Carers home during Lockdown, Stay Alert periods, self-Isolation or if the carer is not entirely comfortable to allow.
3. Where possible please wipe your dog over with a pet-friendly damp disposable cloth on arrival.
4. Be prepared to walk your dog with your carer in the surrounding area to the carers home and ideally on a lead.
5. If there are introductions to be made with a resident dog this dog will also accompany you on the walk.
6. Always maintain a safe social distance.
7. Where possible your dog carers will provide photos and/or video of their home after you have met. This may include the following:
 - Kitchen and living space including where your dog will sleep
 - Home comforts and features such as dog sofa's, blanket provided, TV viewing and fireplace
 - Images of other guest dogs enjoying the comforts of the carers home
 - Other family members
 - The enclosed garden
8. Discuss a way to receive and return the dog securely, in a way which maintains as much as a two-metre distance between you as possible and does not involve you going into the carers home.
9. Always wash your hands for 20 seconds using soap and water before leaving your home and when you return.

10. Consider wearing gloves for meeting if you feel more comfortable to do so and dispose of them after use.
11. Please allow your carer to open any gates/door to the carers property/household to minimise surface contact. Do NOT touch handles at the carers home.
12. Do not handle anything else, such as your phone, during any time of contact.
13. Minimise touching your dog too much if you can help it and please allow your dog to approach your carer on a long lead for a sniff and a stoke. We apologise that a full-on cuddle meeting might not be the best thing.
14. Your carer will try to walk to quiet areas for the visit, please maintain your safe social distance to other walkers and members of the public., minimise touching your dog too much at hand over and wipe your dog over with a pet-friendly disposable cloth on arrival.

We apologise that the 'normal' way of meeting prior to COVID-19 including a tour of the carers home is not currently possible. Please refer to our Hand over and collection procedure for your dog's stay.

NOTE: 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. This procedure may be subject to change following Government guidance

