

When dropping off and collecting your dog please abide by the following:

1. Consider each individual situation and how to safeguard both yourself and your dog's Carer.
2. Agree the handover process in advance including time and where this will take place. This is likely to be at doorstep or gate to your Dog Carer's property maintaining as much as a two-metre distance between you as possible. We apologise under the current situation this does not allow you to enter the carers home.
3. Please place all your dog's usual belongings where your Dog Carer can easily pick them up.
4. Know that Carers may be restricted to walk in the surrounding area of their home and ideally on a lead. Our Dog carers are all selected to have good walks from the doorstep so should not have to drive to a location to walk.
5. As always, your Dog Carer will never walk your dog with other dogs from different households at the same time.
6. Always wash your hands for 20 seconds using soap and water before leaving your home to drop off or collect your dog and when you return.
7. Consider wearing gloves for drop off and collection if you feel more comfortable to do so and dispose of them after use.
8. All equipment including leads must be washed with soap and water in open air. It may be advised that any unnecessary toys and equipment such as additional leads will not be required.
9. Please refrain from opening the gate/door to your Dog Carers property/household and allow your Dog Carer to do this therefore minimising contact dropping off or collecting.
10. Do not handle anything else, such as your phone, during any time of contact.
11. Where possible, minimise touching your dog too much at hand over and wipe your dog over with a pet-friendly disposable cloth on arrival.
12. Your Dog Carer shall be maintaining their social distance while walking and where possible will be keeping to quiet areas and not allowing other people or pets to come into contact with your dog. We strongly suggest that you do the same.

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.