



**HAPPY TAILS YEOVIL**  
Cat Hotel

**Covid-19 Cat Handover Protocol From May 2020**

With the gradual easing of emergency restrictions, robust hygiene and social distancing protocols must be adopted when a cat comes to stay or leaves Happy Tails Yeovil Cat Hotel.

There remains no evidence that cats are implicated in the transmission of coronavirus to people, but there is some risk of the virus being carried on cats and their belongings.

The risk of human to human transmission remains, therefore social distancing measures throughout the handover process **must** be adopted to help prevent the spread of the disease.

The measures set out below are taken from the guidelines from the CFSG (Canine & Feline Sector Group) and should be adhered to during every handover.

**I will be required to ascertain the health status of each household before agreeing to care for the pet.**

**When I am receiving a cat from an owner who has confirmed the status of the household is healthy:**

- I will need to agree a specific time within my opening hours to book an appointment for drop off or collection to ensure that I only deal with one customer at a time.

**Monday-Saturday 9am-11.30 am & 4pm-5.30pm and Sunday 10am-12pm**

- I will wash my hands for 20 seconds using soap and water or use hand sanitiser before going to receive the cat.
- I will need to receive or return the cat in a manner which maintains a two-metre distance and in an outside secure area. This will therefore take place at the reception hut in the cattery car park. If I am not there press the doorbell on the hut and await my arrival. No one is to enter the cattery building apart from Staff.
- Payment to take place via cash or cheque (Happy Tails Yeovil) in a sealed envelope or via Bacs transfer (details can be sent upon request).
- Cattery bedding and beds will need to be used and no items from the owner's home should be taken into the cattery. The cat carrier will be wiped down wearing gloves before storage and wiped again before returning. Collars to be removed prior to arrival.
- Cats will need to be wiped with a pet safe damp cloth upon arrival. All wipes or cloths will be disposed of immediately after use.
- I will limit handling of anything else during any time of contact.
- I will wash my hands for 20 seconds using soap and water or hand sanitiser prior to placing cat into the box for collection – again a specific time will need to be arranged to avoid the cat waiting within the box longer than necessary.
- Owners should wipe down the cat carrier and disinfect any surfaces that the carrier has come into contact within their vehicle with a pet-safe disinfectant spray and/or wipe surfaces, before transporting other pets.

**Thank you for your understanding in these uncertain times**