

COVID-19 CORONAVIRUS Stage 3 Restrictions: APRIL 6th 2020: Unless otherwise advised, We are open for ESSENTIAL SERVICES – here are some guidelines to help both humans and animals stay safe and healthy. Please check our FB page for updates.

If your pet needs veterinary attention please **contact us first by phone**, to arrange to bring your pet to the clinic and have him/her examined or treated while you wait in your car or outside.

In line with government requirements of social distancing, no clients are to enter the clinic - as such we can maintain minimal "human contact".

We ask you to:

- Be patient. We are doing our utmost to provide the best essential veterinary care.
- When arriving for your appointment, please phone from your car, to let us know you're here - we will advise you how then to proceed.
- Only have **one** healthy adult (not currently under a self-isolation order) accompany your pet.
- Please help us keep the elderly and immunocompromised people in our community safe.

Within the clinic, we are abiding by strict hygiene practices, hand washing, use of hand sanitisers, minimising contact, etc.

Please PHONE AHEAD to order required prescription medicine repeats or food, worming and flea control in advance so we can arrange to have them ready for you.

We will organise credit card payment by phone in advance. Ideally NO CASH or in-clinic PAYMENTS.

MEDICATIONS and Pet Foods: in line with fair and appropriate National guidelines, we can supply your pets NORMAL medications. Please be considerate - do not "stockpile". We CANNOT refund any food or medications inappropriately purchased during this period.

We can arrange a pickup point/ prepayment, such that you do not have to come into the clinic.

We are working hard to ensure we can continue to provide complete veterinary care. PLEASE BE PATIENT.

Thank you for your understanding and cooperation. This situation is rapidly evolving, and we will provide updates as required.

Please note the change in our hours to
MON – FRI 0900-5:00pm
SAT 9:00-3:00pm
SUN CLOSED

Hours for Easter:
FRI CLOSED
SAT 9:00 – 3 :00 pm.
SUN Closed
MON CLosed