

COVID – 19 Policies

So we can assure our Teams are protected at work, **please show your proof of vaccination at reception or, if you prefer not to share this information, please wear a mask.** If you do not have one, we will have them at reception for your convenience.

We are implementing this process to protect the wellbeing of our team, reduce the spread of COVID-19 and the variants, and ensure we remain open to provide vital care, food & medication for your pets.

- Please follow all social distancing requirements set out by the Health Authorities when dealing with our team
- Check – in using the QR code on arrival
- Please make use of hand sanitiser, when it is available
- All payments via pay wave or credit/debit card over the phone, where possible
- Make use of our online store BetterPets for ordering and delivery of any food or preventative you may need.
- If your pet needs veterinary care, food or medication, please call us so we can make arrangements to assist you

Advice for pet owners visiting our clinic during the COVID-19 outbreak

WE CARE ABOUT THE HEALTH & WELL-BEING OF
OUR CLIENTS, PATIENTS & STAFF.
HERE'S SOME TIPS TO HELP KEEP US ALL SAFE.

WHAT YOU CAN DO



Sanitise your hands before coming in the clinic.



Stay 1.5 metres apart from other clients.



Proof of vaccination at reception or, if you prefer, please wear a mask.



Check-in using the QR code on arrival.



Stay at home if unwell.

WHAT ARE WE DOING?



Following all government guidelines.



Frequent hand washing and sanitising by staff.



Ongoing sanitisation of the clinic throughout the day.

We are working hard to ensure we can continue to provide complete veterinary care and we want to ensure that

Our clients, their pets, and our staff all remain healthy.

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