

To our valued Paradise Pet Lodge customers,

In such uncertain and challenging times, we want to thank you for your continued support and are here for you and your pets. Our hearts go out to the families and businesses affected by COVID-19.

We want to take this opportunity to assure you that we have increased our cleaning and sanitizing protocols to protect the health and wellbeing of our employees, customers and canine companions. This includes sanitizing high traffic areas frequently and ensuring a safe distance between our employees and customers. We are actively following the recommendations of the Centers for Disease Control and Prevention facility wide and we will adjust our protocols as advised.

Our boarding, grooming and spa facility remains fully operational. During Phase 2 we are not allowed to offer tours of the facility. Below are some measures we've taken to make your experience with us safe and accommodating.

**Dog Boarding Services:** With Social Distancing rules in place and attempting to limit the time in our office we are asking all of our boarding customers to print and complete the **Express Check In** Sheet prior to drop off. Please bring the completed copy with you or fax/email it to us ahead of time (see below). We are limited to one customer inside the office at a time or outside our front window under the blue canopy, including Salon customers. If the office and outside canopy are currently occupied when you arrive, please wait outside or in your car until the office or check in window is clear. We are requiring anyone inside the building wear a mask for everyone's protection.

If you are not comfortable coming in to the office or up to the front window, with an express check in form, we will come out to you in the parking lot and retrieve your pet for all services. We can also checkout your pet at departure time with a phone call from you with payment once you have arrived in the parking lot. We will then bring your pet(s) and any belongings out to your car.

**Cat Boarding Services:** With Social Distancing rules in place and attempting to limit the time in our office we are asking all of our boarding customers to print and complete the **Express Check In** Sheet prior to drop off. Please bring the completed copy with you or fax/email it to us ahead of time. We are limited to one customer inside the office at a time or outside our front window under the blue canopy, including Salon customers. If the office and outside canopy are currently occupied when you arrive, please wait outside or in your car until the office or check in window is clear. We are requiring anyone inside the building wear a mask for everyone's protection.

**Once you have checked your cat in or out, our staff will meet you at the Garden cattery door or in the main office for the Penthouse. Customers are not allowed inside the catteries at this time.**

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**Salon Services:** We are asking our Salon customers to come in to the main office for check in and out instead of the Salon door. This provides a greater amount of space to adhere to the social distancing requirements. Our groomers will be happy to meet with you there to review and discuss styling requests. We are limited to one customer inside the office at a time or outside our front window under the blue canopy, including Salon customers. If the office and outside canopy are currently occupied when you arrive, please wait outside or in your car until the office or check in window is clear. We are requiring anyone inside the building wear a mask for everyone's protection.

**Spa Services:** At this time we are only able to allow one person inside the pool building during the sessions as long as they are seated in the couch area and they have a mask on. We understand there is often times more family members that would like to watch the swim and we look forward to the future when this can comfortably and safely be possible.

If you have any questions or concerns, please do not hesitate to call or email our office and we thank you for being a part of the Paradise Pet Lodge family.