Dear Clients

We want to assure you that we take the health and well-being of our community, customers, and staff members very seriously. Like you, we're closely monitoring the quickly developing effects of the Coronavirus (COVID-19) pandemic.

To help prevent the spread of COVID-19, we will practice social distancing to ensure the safety of both staff and clients. We have implemented the following processes that we will be using on top of the stringent cleaning/disinfecting procedures we use on a day to day basis:

*ADD INFO ABOUT YOUR PROCESSES*

We have also created a procedure at drop off and pick up time that will help keep everyone safe:

*INCLUDE PROCESS*

**IF YOU HAVE TO REDUCE SERVICES**

We have temporarily closed XXXXX services due to the restrictions in our community. However, please know that we are still open for XXXX and XXX and are fully able to provide excellent care to your pets at all times. (INCLUDE DETAILS ABOUT YOUR SERVICES)

We will miss seeing you in our store during this crazy period, but we're pleased to offer some special services created especially for you during this time *(LIST ANY SERVICES).*

**IF YOU HAVE TO CLOSE**

Sadly, we have had to temporarily closed our facility to protect and care for those who work with us, our customers, and the public. We will continue to maintain a strong presence on social media and will be monitoring all email and phone calls. Please feel free to contact us if you have any questions

We are all in this together. We will continue to monitor the COVID-19 situation and will follow guidance from public health officials and government agencies, so we can continue to support our customers and communities as needed.