



Summer 2020 Newsletter

www.lovatoncattery.co.uk

Dear Customers,

I hope this newsletter finds you well and coping with the strange times we all find ourselves in. I expect your cats are enjoying the extra time they have had with their humans and hopefully haven't become too demanding!

News Flash

The cattery phone number has changed

01566 779181 Mobile 07446 355017

I have also added my mobile number. This is for emergency contact and also for you to WhatsApp/Messenger me and I can send updates and photos of your cats whilst you are on holiday. You are also more than welcome to text, messenger, WhatsApp or email me andrea@lovatoncattery.co.uk to make appointments or queries. I will not be able to make appointments from messages left on the mobile phone voice mail.

COVID 19 CHANGES TO OUR PROCEDURES

I need to update you all on a few changes at the cattery in order to keep us all safe. We are very much looking forward to seeing you all and your cats in the soon. Below are details of the new procedures I have put in place.

1. New protocols are in place for drop off and pick up. We are working on an appointment time only, this is to prevent lots of people arriving at the same time.
2. You will be asked to put your cat carrier on the step by the door, myself or a member of staff, will then take your cat into the cattery and pop them straight into their room. We will then return the basket to you to take away as we cannot currently store them as we have done previously.
3. We cannot take bedding, toys and scratch posts at present and we will supply these and ensure your cat is comfortable and secure.
4. We are unable to let you come into the cattery area at the moment.

5. We will be following PIF guidelines at present (Pet Industries Federation). This is to ensure myself, customers and staff are kept safe.
6. You will need to inform me if your cat has come from a newly diagnosed Covid 19 positive household.
7. If at all possible we will ask you to pay by card, cash or bank transfer rather than cheques.

We will be working on putting a screen or barrier in the office to enable you to enter the office whilst still maintaining social distance.

GOOD NEWS!

I have some exciting positive news to share with you! I have decided to put a new roof on the cattery which is thermally insulated. This will assist us in keeping your cats warmer in the winter and cooler in the summer. I felt it was a good opportunity to do this work whilst we are quiet.

In addition, I now have a card payment option which will allow you to pay by credit or debit card. Contactless payment can be made up to £45.

Finally, I am moving to a new computerised system! Everyone's details are being added and this is a good time to ensure that we have the most up to date information about you and your cat(s). I am enclosing a form which I would be grateful if you would complete and return to me. One piece of information that is often missing is the contact details, including phone number(s) of the person you would like to be contacted in the event of a problem in your absence.

I would love to keep in touch, by telling you about news at Lovaton Cattery. Rest assured, I will never swap or sell any details about you with other organisations. If you would like to receive information in the following ways, please tick accordingly

Email [] Post []

If you'd prefer not to receive information or wish to change the way I contact you, please contact me by telephoning 01566 779181 during opening hours, emailing me at andrea@lovatoncattery.co.uk or writing to me at Lovaton Boarding Cattery, Lovaton, Daws House, Launceston, Cornwall, PL15 7JF

Looking forward to seeing you and your feline friends soon!

Please see our website for updated information. www.lovatoncattery.co.uk

Regards Andrea Foster RVN

New Opening Hours

8.30am – 10.30 am Mon – Sat

5pm – 6pm Mon – Fri

Closed on a Sunday.

Bookings that have been made for Sundays prior to these changes will be honoured. Although as from the 1st Jan 2021 there will be no Sunday pick and drop offs. Thank you