

# Pet Clips, LLC

## COVID-19 Guidelines

Effective Monday, May 4th:

Governor Walz has updated his business guidelines and has included pet grooming in the order to open up customer faced stores starting May 4th. We are excited to be back serving our customers, but we ask that you read the following guidelines to help keep us and the community safe during these still challenging and concerning times.

*First and foremost, if you have any illness or any of the symptoms of COVID-19 yourself, or if a household member or anyone you have come in contact with has an illness or symptoms of COVID-19, please alert us and we will happily reschedule your appointment.*

### Curbside Pick Up & Drop Off Only

- When you arrive for your appointment, please take your dog out of your car and stand on the sidewalk directly in front of our store, keeping a safe distance from other customers that might be dropping off their dog at the same time. PLEASE DO NOT CALL US. We will keep an eye on the front around the time of each clients scheduled drop off appointment and will come out to retrieve your dog. Once we retrieve your dog, we will stand at a safe distance and discuss any grooming details/instructions. PLEASE ARRIVE ON TIME as we will be adjusting our work inside based on the anticipation of scheduled appointments.
- When we come outside to retrieve your dog, we will place our own slip leash over your dogs head and will ask that you remove your collar & leash and take it home with you. Please refrain from bringing your dog to the front with added equipment, such as harnesses. If you have a small dog that can easily be carried, you may remove their collar & leash before exiting your car. This is to ensure a smooth and quick transition with minimal exposure.
- Please wear a mask at all times during drop off & pick up. We will also be wearing masks when we come outside to take your dog and return them to you.
- Please note that, per MN guidelines, we cannot have any customers inside our store at any time. If you need to speak to us for any reason, please call the shop number.

## Services

At this time, we are offering our usual services with the EXCEPTION OF THE FOLLOWING:

- For our safety, dogs can only be groomed with a bath given by us in our facility. If we have transitioned your dog to groom only (no bath) status because of age or health related concerns, regretfully at this time we are unable to service your pet and will be happy to refer you to a veterinarian groomer.
- Walk-In Toe nail trims are suspended at this time.
- Cat Grooming is suspended at this time.
- Self -Service bathing is suspended at this time.
- New customers are unable to schedule at this time.

## Payment

- We ask that payments be made via either cash or check. We will provide your total charge over the phone and will present a receptacle at pickup for you to place your payment inside. Please note we are unable to provide change. Gratuity, as always, is welcomed & appreciated.
- If you are unable to pay with cash or check, we can email an invoice via Square. Payment can be made with a credit card online and must be made prior to picking up your dog. Please provide your email address at the time of scheduling your appointment.

We wish for our customers to recognize that this is a big change and a learning curve for us to navigate during an already stressful and uncertain time. Small tweaks may be added or changed to our guidelines as we go along. We are scheduling our appointments to allow for extra time to sanitize equipment and kennels between each dog, along with anticipating a higher than usual volume of calls and inquiries throughout the day. This means our typical turn around time for a normal groom may be extended. We also wish for our customers to recognize that most of your dogs are over-due for grooming services and should there be matting of any degree, we will do what is safest & most humane for your dog. This typically means a shorter than usual, or wished for, haircut. It is our goal to keep our store and ourselves as stress free as possible as to ensure a safe and enjoyable experience for the beloved pets that see us each day. We ask for your patience and assistance in this new & different phase of business.