



Since your cats are experiencing matts in their coat and or soiling that is causing discomfort, distress and pain I am able to offer a Cat Grooming session in line with DEFRA regulations.

Please read this email carefully and if happy to terms please agree to the Handover Protocol by **replying to this email stating that you are** (You can copy and paste if you wish).

**"I am Happy to comply with the Handover Protocol supplied by Purely Cat Grooming regarding the prevention of the spread of viruses, Covid-19 and other viruses."**

"There is still no evidence that this Corona Virus lives on fur. However, risk assessments are required to minimise cross infection of Covid-19." And other viruses.

**Your cat must arrive in a plastic / solid surface carrier that can be wiped down with an antibacterial wipe. The virus can live on solid surfaces, this is extremely important.**

Your cat will have a bath in cat shampoo in my service, so risk is very little to current evidence. Your cat carrier will be wiped down in same manner by me to return your cat to you.

**There will be no contact between us at handover and nobody can enter my premises.**

**To have your Cat Groomed :**

- **You must not have Covid-19 any variant, yourself or be suffering symptoms**
- **You must not be in contact with a person who has symptoms or had Covid-19**
- **You must be agreement to the following Handover Protocol for your own and my protection and return an email showing your agreement.**

Please bring a **MASK AND GLOVES**. I will supply if you don't have any. Please tell me in advance of your appointment. **Any printed, or signed paperwork, please place inside a plastic sleeve and place underneath your cat in it's carrier.**

**This is our strict handover protocol**

1. At the arranged time and where possible only **ONE** person should arrive at the front of my house. Message or ring me when you arrive.
  2. Please wear your **MASK** and **GLOVES** and place your cat in at my gate. When you step back **2 METRES**, I will collect your cat and take straight into my home via the side gate to my property. **Do not put anything inside the carrier with your cat** like blankets etc.
  3. Puppy pads are best for traveling if you wish but it will be disposed of on arrival and a fresh one put inside at the end of the groom.
3. If you are a **NEW CLIENT**, I ask you to wait and I will ring you on the phone after I have assessed your cat's coats and its needs for the grooming session. Once a plan is agreed you may leave.
4. I will notify you by phone call when the cat is ready and you may return. It will be approximately 2 to 2.5 hours. If your cat is having a Lion cut due to severe matting it could be 3 hours.
5. We repeat this at the collection process. I will call once you are home to discuss the groom so we have no one to one contact.  
**Once back home with your cat, After your cat is safely back inside your home, place your cat carrier outside your house and clean down with a suitable anti-viral cleaner.**
6. I will notify you of cost and this will be **BANK TRANSFER ONLY**. This will be after the groom.  
The restart fee for bath, dry and de-shed is £65, this is due to the level of work involved, PPE and time spent.  
Other extra costs include, if I have to use extra products such as degreaser or there is a lot of shaving involved. Shaving is a last resort only depending on the cat's temperament and level of pain or discomfort.  
A price list is available on my website [www.purelycatgrooming.co.uk](http://www.purelycatgrooming.co.uk) so that you can see exactly where you've spent your money. There is a non-refundable £55 appointment holding fee for all clients now please to hold your booking.  
Please tag your payment with your cat's name and your own surname.  
My bank details are:  
Starling Bank  
Suzanne Trusler

Sort code : 60-83-71

Bank acc : 26741326

NB.

Please note, I ask you to wait until I have assessed your cat and know it is willing to be groomed. All cats can change, so I will phone you that all is well and the groom is going ahead ok.

If you are happy with this process we can go ahead and get your cat a confirmed booking. I look forward to your reply back to this email. [suzanne@purelycatgrooming.co.uk](mailto:suzanne@purelycatgrooming.co.uk)

Kind Regards  
Suzanne Trusler