

# COVID-19 Policies

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Due to the current situation and the Queensland Government's announcement, **mandatory mask-wearing will no longer be required in public spaces**; we have relaxed our protocols to reflect this.

We ask that you continue to follow all other requirements set out by the Health Authorities while at our Clinic to ensure the health & safety of our team, reduce the spread of COVID-19 and to ensure we remain open to provide vital care, food & medication for your pets.

- Limit the number of people presenting your pet to just **one owner**
- Please **follow all social distancing requirements** set out by the Health Authorities when dealing with our team
- Check – in using the **QR code** on arrival
- Please **make use of hand sanitiser**, when it is available
- **All payments via pay wave or credit/debit card over the phone**, where possible
- Make use of our **online store [BetterPets](#)** for ordering and delivery of any food or preventative you may need.
- If your pet needs veterinary care, food or medication, **please call us so we can make arrangements to assist you**

## Advice for pet owners visiting our clinic during the COVID-19 outbreak

### WHAT YOU CAN DO



Sanitise your hands before coming in the clinic.



stay 1.5 metres apart from other clients.



Use a card vs cash at reception. Tap and go preferred.



Stay at home if unwell.



Check-in using the QR code on arrival.

### WHAT ARE WE DOING?



Following all government guidelines.



Frequent hand washing and sanitising by staff.



Ongoing sanitation of the clinic throughout the day.

**We are working hard to ensure we can continue to provide complete veterinary care and we want to ensure that our clients, their pets, and our staff all remain healthy.**

**Thank you for your understanding and cooperation. This situation is rapidly evolving, and we will provide updates as required.**