

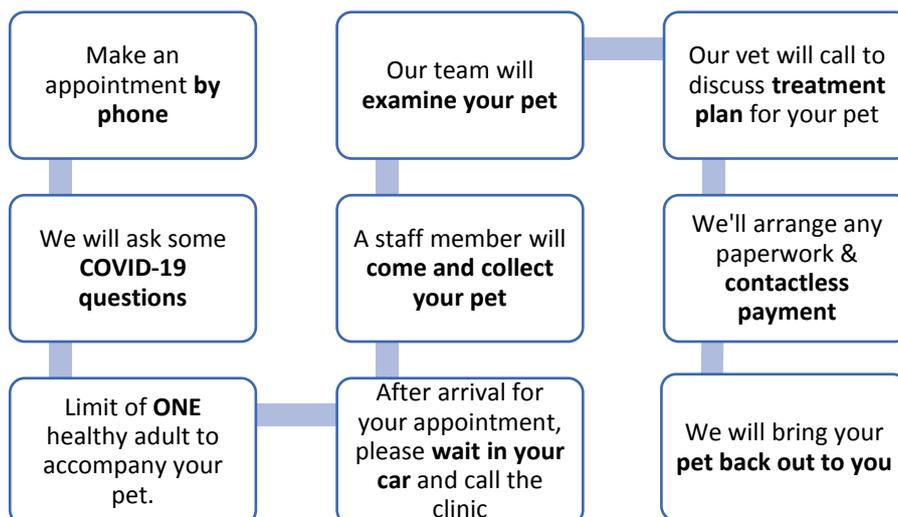
COVID-19 Policies

Due to the current situation and new rules introduced by the Australian Government, requiring four square metres per person in an enclosed space, we have changed our protocols for appointments & clients in our waiting room.

We ask that you follow these new protocols 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.

- If your pet needs veterinary care, food or medication, **please call us so we can make arrangements to assist you**
- Make use of our **online store [BetterPets](#)** for ordering and delivery of any food or preventative you may need
- Limit the number of people presenting your pet to just **one owner**
- When arriving for your appointment or to collect medication or food, **please wait in your car or outside the clinic** and call the clinic
- During a physical examination of your pet, **our team will be required to take your pet into a separate consult room or treatment area**. You will get to speak to the vet both before and after they examine your pet
- Please **follow all social distancing requirements** set out by the Health Authorities when dealing with our team
- Please **make use of hand sanitiser**, when it is available
- **All payments via pay wave or credit/debit card over the phone**, where possible

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



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.