

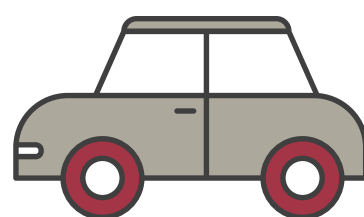
Fletcher Veterinary Practice

PRACTICE POLICY

STEP 1:

STAY IN THE CAR

When you arrive, please **STAY IN THE CAR** and **PHONE** on 49556670 before entering. This is to inform us that you are here for your appointment, have medication to pick up, or to discuss other pet care concerns. We will then prompt you.



STEP 2:

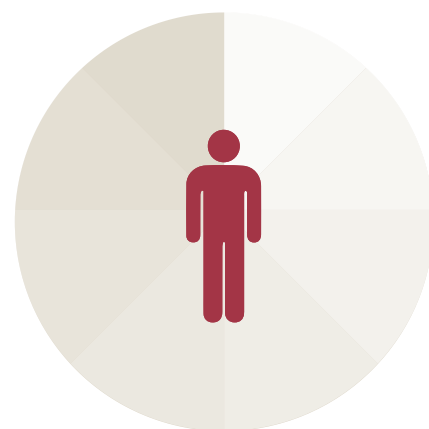
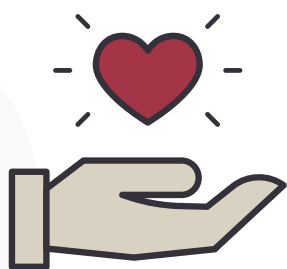
PHONE CALL

When our vet is ready for your visit, our staff will come out to collect your pet from the drop off point. Our vet will then perform the consult with you via **VIDEO** or **PHONE** call. This is to minimise contact between people.

STEP 3:

ONE ADULT

Please only have **ONE ADULT** from each family approach the clinic to drop off your pet. Please keep children at home if you are able to.



STEP 4:

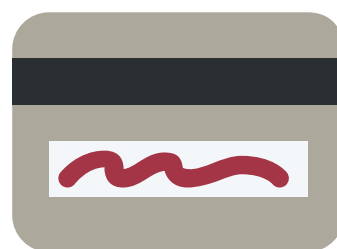
SANITISE

Please use our **HAND SANITISER** available at the door.

STEP 5:

CARD PAYMENTS

We are moving to a no-cash system. Please use a **CARD** or **OVER THE PHONE** payment.



Thank you for your understanding and cooperation during this challenging time. We believe the less contact we are all exposed to, the better chance that we can remain here for your pets when you need us most.