


# COVID-19 UPDATE

Tuesday 17 March 2020

COVID-19  
Updates  


**IN AN EFFORT TO REDUCE FACE TO FACE MEETINGS PLEASE  
DO NOT JUST DROP IN FOR DRUGS OR TO SPEAK TO A VET.**

**PLEASE CALL IN ADVANCE TO SPEAK TO YOUR VET OR PLACE  
YOUR DRUGS ORDER.**

As the current situation is rapidly changing, we will keep you updated with any changes as they occur. We would like to reassure all of our clients that we remain committed to providing care to all of our patients.

If you think your horse needs to be seen by one of our team, but you may be at risk of COVID-19 virus infection, or are self isolating, please contact your nearest branch and we can discuss the best option for your horse to ensure they get the right care.

If you or anyone in your immediate family/household are unwell or showing symptoms that could be attributable to the Coronavirus, we respectfully ask you not to visit the practice at the moment or to meet the vet on the yard.

If your horse requires urgent assistance please call us, so we can discuss the best option to take care of them.

Please make sure you use the hand sanitisers available if you do visit the practice. Frequent hand washing is one of the most effective measures we can all take to protect ourselves and each other.

Should you wish to minimise your time around other people, you can wait in your car and call us from the car park to let us know you are here.

We would like to avoid cash payments wherever possible so please bring you bank card for payment or pay over the 'phone where possible.

Please continue to monitor our social media for any further announcements, but please do contact us if your animal(s) requires veterinary care.

We also ask you to support our team who are working very hard at a challenging time to ensure the animals entrusted to our care are looked after throughout the coming weeks.

**ALL DRUG ORDERS WILL BE PLACED OUTSIDE YOUR  
PREFERRED BRANCH READY FOR COLLECTION.**