



CATS' CASTLE

CAT HOTEL

Coronavirus (COVID-19) Advisory

The Team at Cats' Castle is carefully monitoring developments related to the ongoing **COVID-19 (Coronavirus) outbreak** to understand its potential impact on our staff, customers, and all activities associated with the business.

Because of this, we are deciding on the best practices to ensure the safety of our staff as well as preventive measures in the event that further restrictions are announced.

Effective immediately, the following changes have been made:

For existing customers

We have restricted access to the facility to Cats' Castle staff only. At this time, we are asking all customers who have the ability to pick up their cats to do so as soon as possible.

For check-outs, please call ahead and arrange a pick up time with staff. Staff will process payment on day of check-out on the telephone. E-transfers will also be accepted at this time. At time of pick-up, Cats' Castle staff will meet you at the Main building entrance and your kitty and belongings will be brought out to you.

Already scheduled bookings

We have restricted access to the facility to Cats' Castle staff only. We ask at this time you to seek alternate arrangements for your cats. In event that alternate arrangements cannot be made, modified drop-off procedures are required. For drop-off, Cats' Castle staff will contact you to review conditions of contract and confirm booking. At time of drop-off, staff will meet you at the Main building entrance where you will drop off your cat(s) and sign off on contract.

New bookings

At this time we will not be accepting new bookings for the months of March or April. These dates are fluid and subject to change.

We appreciate your patience and cooperation as we attempt to navigate this difficult time. Any questions or concerns regarding this advisory can be sent to info@catscastle.ca or by phone at 905-847-7770

Management Team at Cats' Castle Cat Hotel

March 16, 2020