



# CATS' CASTLE

CAT HOTEL

## COVID-19 Advisory

The Team at Cats' Castle continues to monitor the ongoing **COVID-19** situation including guidelines set out by the Ontario Government.

Following the most recent release from the Ontario government, we will be continuing many of our newly implemented policies which already align with best practices for controls to ensure the safety of our customers and staff.

Below is guidance for our all our customers:

### *New bookings (Yes! We are accepting new bookings!)*

At this time will we be accepting a limited number of bookings. Bookings will be limited in order to ensure that we can accommodate the social distancing measures required by the Ontario government.

### *Upcoming stays/Current Guests*

We have restricted access to the facility to Cats' Castle staff only. The exception to this is for drop-off:

#### *Drop-offs*

Cats' Castle staff will contact you to review conditions of the 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. At this time, customers who wish to settle their cat(s) may do so. We ask that no more than two people per family enter to limit numbers in facility. We also ask that this is limited to 15 minutes to limit COVID exposure risk. Masks are required to be worn at all times in the facility.

#### *Pick-ups*

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.

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](mailto:info@catscastle.ca) or by phone at 905-847-7770

**Management Team at Cats' Castle Cat Hotel**

August 15, 2021