

As we adapt to the evolving guidance on Coronavirus (COVID-19) we remain dedicated to minimising risk and best ensuring the health and welfare of our colleagues and students, as well as our clients and patients.

Therefore, in light of the coronavirus outbreak, we ask ALL clients to please observe the following:

- Please do not attend an appointment if you have a high temperature, a sore throat or have developed a cough in the past two weeks;
- Please do not attend an appointment if you are suspected to have, or have been diagnosed to have, the Covid-19 infection, or are in a self-isolation period;
- Please do not attend an appointment if you have been in close contact with anyone who has been suspected to have, or who has been diagnosed to have, the Covid-19 infection

We will of course do all we can to help you and your pet if they have been referred to us, but if you fall into any of the groupings above that prevent you from being able to attend, please ring our Client Services team on 01223 337621 and they will establish how best we can assist you.

If none of the above apply to you and you are able to attend your appointment, please wash your hands well with soap and water for at least 20 seconds before you leave home. There are hand sanitiser products available in Reception and we ask that everyone uses them when you enter the premises. Once you have booked in with our Client Services team, you may choose to wait in your vehicle prior to your appointment; please confirm your mobile number and we will call you when your appointment is due to start.

The Queen's Veterinary School Hospital will continue to monitor the position closely; we advise that circumstances can change rapidly and we may need to adapt our position at little or no notice. We will do our best to keep you informed of any changes which may affect you. We hope this information is helpful to you; please do not hesitate to contact us if you have any further questions.