

COVID-19 UPDATE



TO OUR VALUED CUSTOMERS | *WE ARE STILL HERE FOR YOU*

IMPORTANT INFORMATION REGARDING SHOP & ONLINE IN-STORE ORDER PICK UP

As an essential service and while ensuring the safety, health, and well being of our staff, customers and their families; The Complete K9 will be implementing the following **MANDATORY ZERO TOLERANCE MEASURES** effective immediately for **IN-STORE** pick up customers. We apologize if this new temporary process seems impersonable. Our main focus right now is making sure your pets have their food for the weeks ahead in the safest manner for everyone. **At this time there is NO CHANGE TO OUR SHOP HOURS; Monday-Friday 9:00-5:00 and Sunday 10:00-Noon**

SAFETY MEASURES

- **Whenever possible please pre-order using our online system.**
- **If you are sick (even with a cold or flu), are in self-isolation or AHS mandated quarantine please make arrangements with a friend or relative to collect your order. Please ensure they have all information necessary to collect your pre-paid order.**
- We respectfully request that only one family member comes into our storefront at this time. No children are permitted in the shop.
- **ONLY TWO CUSTOMERS ARE ALLOWED IN THE SHOP AT ONE TIME. IF YOU ARRIVE AND SEE TWO VEHICLES PARKED IN FRONT OF THE SHOP PLEASE WAIT UNTIL 1 OF THOSE VEHICLES EXITS BEFORE ENTERING.**
- When you come in to the shop, we ask that you sanitize your hands (there is hand sanitizer available just inside the entrance) and **wait within the designated area** which has been marked with orange pylons inside the shop near the front entrance.
- **WE ARE PRACTICING A NO CONTACT POLICY AT THIS TIME. PLEASE ABIDE BY SOCIAL/PHYSICAL DISTANCING PROTOCOLS WHILE IN OUR FACILITY.**
- Door handles and common areas are sanitized after each customer leaves the shop.

ONLINE PRE-ORDER PICK UP

- Whenever possible, **pre-order** using our online system for in-store pick up. This pre-order system is prepaid and eliminates the need for payment exchange at the shop.
- Pre-orders **require 24 hours** to be processed so please plan ahead. You can order in advance for a specific pick up day (and time).
- When you arrive on your selected day, enter the shop and proceed to the marked designated area, provide us with the name on the order. We will collect your order and bring it to the front door for you.
- You will be responsible for loading.

WALK-IN CUSTOMERS

- Enter the shop and proceed to the marked designated area – we will come to greet you in the front area.
- Let us know what you need and we will retrieve the items for you and bring them to the front door. We have a list of items that are available in our storefront freezers. We will retrieve the requested items from the freezer for you.
- Cash payments will continue to be accepted for walk-in customers.
- We will bring your product to the front door and you will be responsible for loading.

On behalf of everyone at The Complete K9 we wish you good health and safety during these uncertain times.

We continue to follow updates from AHS, local-provincial-federal governing bodies and will update our customers if anything changes. Please ensure you check our FB page (The Complete K9) for any updates.