

Dear Valued Clients,

In light of the recent concerns of COVID-19 (Coronavirus), we want to assure you that our team is following the latest official government information and guidelines. We are taking extra precautions to ensure that our staff/clients remain safe and healthy during visits to our locations.

At this time, San Antonio is still considered a “Low Risk” city with regards to COVID-19. Therefore, our locations will remain open and maintain normal hours of operation. Our team always follows strict sanitation protocols to ensure the well-being of our two- and four-legged clients. In response to the COVID-19 threat, we have added supplemental sanitation measures including disinfecting of our lobby hourly, daily disinfection of our slip leads and additional hand washing procedures.

If You Have Reservation at Lucy’s Doggy Daycare & Spa:

If you or a household contact (ex. child, live-in relative, etc.) is experiencing a ***cough, fever, or other cold or flu-like symptom***, or, if you have traveled to a country/location that has been designated as a “Community Spread” area for the COVID-19 in the last 3 weeks, please call us to reschedule your pup’s reservation.

If your Dog is Currently at Lucy’s Doggy Daycare & Spa:

If your pup is currently at Lucy’s and you are experiencing any of the above symptoms or if you have traveled to a country/location that has been designated as a “Community Spread” area for the COVID-19 please:

- Make arrangements for a non-exposed person to pick up your pup.
- If other arrangements are not an option, please call our owner Max Golman @ 210-288-9597 to make alternative arrangements.

Temporary Policy Adjustments:

1. Please use provided hand sanitizer upon entering Lucy’s.
2. All client facility tours will be suspended until further notice.
3. All boarding clients will need to provide an emergency contact that can pick up their pup immediately upon notification from Lucy’s staff.
4. Lucy’s will not be accepting toys or bedding during your pets stay.
5. Clients will retain their personal leashes/harnesses/collars upon check-in and pups will be led to kennels/daycare on sanitized Lucy’s slip leads..
6. All person-to-person physical contact will be minimized. We have asked our team to refrain from shaking hands.

We greatly appreciate your assistance and patience during this time and will continue to update our Facebook page <https://www.facebook.com/LucysDoggyDaycare/> and communicate via e-mail.

Please do not hesitate to reach out to me directly should you have any questions or concerns.

Max Golman
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