



COVID-19

Information for our Customers and Visitors

Opening Hours

We are pleased to announce that, with effect Wednesday 15th July, we have reopened the Animal Reception Centre at Gatwick Airport. For the time being we will be operating on the following basis:

Monday to Friday:	6:00 am to 6:00 pm (06:00 to 18:00 hours)
Saturday and Sunday:	7:00 am to 4:00 pm (07:00 to 16:00 hours)
Out-of-Hours:	Coverage provided on a prior-approval basis.

Note: These hours may be subject to change, in accordance with airline activity at the airport.

Customers Dropping Off or Collecting Pets

Our Reception area is small in size and so we kindly ask all customers to respect the following procedures:

- When approaching or leaving the front of the building, please adhere to the one-way system by using the marked entrance and exit routes.
- We are only accepting 1 person inside our Reception area at a time: please therefore respect the 2 metre social distancing floor markings, when queuing outside.
- Please only enter the Reception area once it has been vacated by the previous customer.
- Please wait behind the 2 metre social distancing line until called forward to the Reception counter by a member of staff.
- If you are collecting a pet we will ask you for a mobile telephone number and, where necessary, request that you wait outside in your vehicle until we are ready to complete the pet's handover.
- Unfortunately, our customer toilet in the Reception area has been taken out of service until further notice.

Visitors to the Animal Reception Centre

- Please report to Reception as above or, if coming for a business appointment, phone us when you have arrived outside our building.
- We will take visitor temperatures at the door: in the event of a high temperature reading, we will not, regrettably, be able to host the visit.
- Whilst inside our facility, all visitors will be asked to wear a disposable face mask and gloves which will be supplied by Animal Aircare Ltd.

We are most grateful to our customers and visitors for their cooperation and understanding.