

UPDATED



15 May 2020

*We highly value the safety and well-being of our volunteers, their families, and our clients and supporters, each of whom are incredibly important to us.
Much like the state, our re-opening at Luna's House will be coming in stages.*

We *highly*** recommend that retail store customers continue to call in orders and accept curbside delivery of their items.**

We will, however, begin allowing **up to five (5)** members of the general public into our store/ lobby area at a time for the purchasing of supplies, at our discretion. We require that all social physical distancing and hygienic practices continue to be followed.

We will also continue to require that anyone in the Luna's House facility **properly wear a face covering when in the presence of others. Face coverings are defined as a covering that completely covers one's nose and mouth, so this can include bandanas or scarves.**

We are resuming some eCLIPSe Grooming services ****by appointment only.**** Suzanne will continue to make the appointments for full service grooming, full service baths, and other similar services.

The front desk will be able to make appointments for nail trims on Sundays. We will schedule appointments 15 minutes apart, with the first at 12:15pm and the last at 3:45pm. Please call our facility at (410) 671-2954 and select option 5 from the menu to make an appointment.
We will take animals back to grooming and will ask guardians to wait outside of the facility for their animals unless they also need to purchase supplies.

We will also begin to resume some adoption services, gradually and cautiously. We will begin to accept adoption applications for available animals as of Saturday, 05/16/20. Meet & Greets for adoptable animals will be scheduled only if social distancing practices can be safely observed, and if all parties are wearing face coverings. ***In an effort to keep our volunteers, community, and our animals safe, appointments will be required for all adoption services.***

To reduce the number of individuals entering our central facility, we are requiring that an adoption application be submitted and approved prior to our scheduling a Meet & Greet. This will allow us to minimize the risk for everyone involved, and we appreciate everyone's cooperation and understanding of our need to proceed in this manner.

We will not be able to accommodate ANY walk-ins for individuals or families interested in adopting animal animals for the foreseeable future.

Thank you for your understanding & cooperation. Please continue to be well, follow suggested hygienic and social physical distancing guidelines, and keep yourselves and your families safe.