

# Central Bark Fort Lauderdale COVID-19 Reopening

As you know, Central Bark Fort Lauderdale temporarily closed its doors on March 23, 2020, in response to local and state “Shelter-In-Place” orders. Temporarily closing was a very personal and difficult decision for me. This store is my baby, and we’ve operated here since 2000 with only a few closings due to hurricanes. But I felt a moral obligation to close after understanding the direct correlation between staying at home and flattening the curve, combined with feedback from my staff. To me, it wasn’t worth putting my staff, their families or my customers at risk of possibly contracting COVID-19.

However, in light of new data and positive changes in the State, we’re thrilled to announce that Central Bark Fort Lauderdale will reopen on Monday, May 4, 2020. While the threat of COVID-19 still exists, we’re taking extra precautions to help ensure the health, well-being, and safety of our customers, staff and community:

- **General Safety and Efficiency** – We’ve moved our check-in counter to the very front of the store to support all of our efforts in keeping you safe.
- **Physical Distancing** – You’re welcome inside the store to drop-off or pick-up your dog. However, we will limit the number of humans inside our facility to 10 or less. During high traffic times, we will have an extra staff “greeter” at the door to help monitor this. Please respect social distancing while in the store and note the 6 ft markings to maintain the CDC-recommended spacing.
- **Face Coverings** – All customers must wear a mask upon entering the facility. All front-line staff will be wearing masks in our Market area and will have access to masks and gloves while working.
- **Minimal Contact Drop-off and Pick-up** – We now offer “valet” service for pick-up and drop-off. Just call or text when you’re parked outside the store and we’ll handle the rest. All we ask is for your patience at this time.
- **Disinfection Station** – We’ve added a hand sanitizer dispenser at the front of the store for your safety and convenience.
- **Leash Disinfecting** - All leashes will be sprayed down with a veterinary-grade, fabric-safe disinfection spray before being returned to you.
- **No Cash Payments/Hands-free Transactions** – We will not be accepting cash payments at this time. Please log into your customer portal at [http://cbfortlauderdale.gingrapp.com/front\\_end/index](http://cbfortlauderdale.gingrapp.com/front_end/index) to pay online. You can safely upload your credit card information to your account so we can easily check you out for day care, any other service, or for Market purchases.
- **Market Purchases** – Please call or email us with the market item(s) you’d like to order. We will add them to your reservation and will have it ready for you to pick up. As a small business, we will be greatly impacted by this pandemic, so we appreciate the opportunity to meet your dog supply needs. It’s a great time to stock up on dog food, interactive toys, treats and other supplies to keep your dog engaged and healthy. Check back often for new products and stay tuned for our new online store for even more shopping convenience.

- **Prepaid Package Expiration Extension** – We will adjust all pre-purchased package expiration dates. No one will lose any pre-paid visits during this time.
- **Regular Days/Reservations** - Our Reservations and Regular Day policies are not only important for the safety of your dogs, they're equally important for your own well-being. Please confirm your regular day/s and make your reservations.
- **Behavioral Re-Assessment** - Because of the amount of time that has passed, all dogs will need to be re-assessed by our staff. There will be absolutely no charge for this, but this may affect scheduling.

As we welcome everyone back to Central Bark, we ask for your help, cooperation, sensitivity and patience as we all adjust to this “new normal.” It’s our goal to help you feel as comfortable and safe as possible using our services during this uncertain time. As always, we strive to give your dog/s the very best day and to nurture, enrich and inspire their whole lives through the Central Bark experience. We appreciate your feedback and continued support! Together, we can get through this.

Most Gratefully – Chris and your Central Bark Fort Lauderdale Team.