



COVID-19 Protocol

(updated Dec 20th 2021)

Please note this applies for visits to our locations on Lubitz Rd, for workshops and classes held off-site please see individual requirements

Purpose: This protocol is written to help explain how TailWaggersK9Sport will be operating during this current pandemic.

Status: This applies to all classes, workshops, private sessions, trials, fun matches etc.

- **Masks** must be worn when indoors. Please ensure your dog is comfortable with people wearing masks before you bring them to class. Contact us in advance if you need help with this.
- Please be mindful of the **social distancing** and keep a 2m distance from each other, (given the nature of our work is with dogs, we always request that you restrict dog to dog meets, so think of it as training!).
- We will have **hand sanitizer** available at all our events. You will be directed to the locations at each event.
- Courses will be restricted to **one handler per dog** only. Private sessions will be limited to family members only (no more than 4 members). No more than 5 persons in the gym.
- As the weather has turned colder, please complete the self screen prior to coming to class. Please send you result to TailWaggersK9Sport@yahoo.com The screening should be completed on the day of your attendance and should be completed for each class on your course. The self-screening can be found here <https://covid-19.ontario.ca/screening/worker/>
- If you are **not feeling well** please following government guidance and stay home, contact us as early as possible to advise that you will not be attending an event. If you attend and are clearly unwell, you will be asked to leave (even if it is allergies). Please see our cancellation policy. Please note if you consider that you have a cold please do not attend.
- **Online** training will still be available, please make use of it if you have any concerns.

www.tailwaggersk9sport.com, contact tailwaggers.k9sport@yahoo.com

cell: 6134015707 or find us on Facebook



- **Trials and workshops** are permitted to take place; however some of the locations we use still have additional restrictions that we will comply with. So please see individual trial and workshop requirements.
- **Cancellation Policy/Refund policy (applies to COVID-19):**

Cancellations for Workshops & Full Courses we will offer refunds on events 2 weeks prior to the start date, less administration charge of \$15. For events where you are within two weeks (and more than 48hours), we will try to fill the spot as much as possible, in which case a refund will be given if the spot is filled, less admin charge of \$15. if the spot is not filled you will receive a **refund less 50%**.

Cancellations for Workshops & Full Courses with less than 48hours will only be refunded with a vet certificate or at the discretion of TailWaggersK9Sport.

Weekly classes we will offer you the handouts and support for that week, in some cases we may go to a zoom meeting.

Private sessions will be rescheduled if notice is given within 48hours of the booking, online may be offered. We want to work with you and will do our best to reschedule, but we are also a business, regular cancellations will not be permitted.

Please help us to keep our customers, colleagues and four-legged friends safe, by minimizing the impact at this time.

Covid Restrictions Changes - If a restriction is imposed and it results in the event/course etc not being held we will offer you a new date, a gift voucher (by taking this option you continue to support small local businesses) or a full refund.

If you test positive for Covid or are awaiting results - we will do our best to support you. In the event of courses we will offer you the handouts, zoom meetings - if it is possible and appropriate we will try to fill the spot.

Private sessions will be rebooked.