



COVID-19 Protocol

(updated 21st Sept 2021)

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.

- Starting **Sept 22nd** we will be asking for proof of two vaccinations against the COVID-19 virus, for trials held at external facility - the second vaccination must be at least 14 days prior to the event. Negative test results will not be accepted.
- **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 be **cleaning** commonly touched areas. Please help by minimizing the handling of equipment in the gym.
- 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).
- Please be prepared to **work outside** as required, bring bug spray and appropriate clothing.
- 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.
- **Online** training will still be available, please make use of it if you have any concerns.

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- **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):**

For workshops 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 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, possibly via 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.