



Educating Paws

The home of Puppy School
Wroxham & Hethersett

www.educatingpaws.co.uk



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COVID-19 Terms & Conditions

By making booking onto Puppy School you acknowledge that you have read, understood and fully accept the additional Covid-19 terms and conditions as detailed below.

This is intended to provide reassurance that every possible measure has been considered to reduce the possibility of transferring covid-19 in classes.

These terms and conditions are in *addition* to the general ones you read during the booking process.

- **The format of each individual class will depend on government restrictions.**

If restrictions do not allow the class will take place in the online classroom (you are taught exactly the same content, live, and as a group)

If restrictions allow the class will take place in-person, at the venue chosen when you placed your booking (either Wroxham/Online or Hethersett/Online)

Refunds will not be issued if you do not want to continue via this format. It is your responsibility to ensure that you are prepared to attend online classes if needed, and are prepared to travel to your chosen venue if needed.

Our Online Puppy Training has proven EXTREMELY successful and shouldn't put you off enrolling on this course! Your puppy will not miss out on training or socialisation; we have accounted for this to ensure our online classes provide you with what your puppy needs. Our online classroom is extremely easy to use and does not require downloading any program to your computer or phone.

If any classes are taking place online you will be sent information on how to access the online classroom prior to the class.

In-person classes (if permitted)

- Those experiencing covid-19 symptoms which include those listed below should not attend in-person classes at Educating Paws:

- New continuous cough
- High temperature
- Loss of or change to your normal sense of smell or taste.

If you are feeling unwell in any capacity please inform your tutor in advance of the class.

Please click [HERE](#) to go to the covid-19 NHS website for more information.

- Before your class you will be required to wait in the car. Your tutor will call you from your car one at a time in order to take your puppy for a short toilet stop, prior to entering the hall.

Doors will be propped open prior to your arrival to prevent the need to touch them. Your tutor will close the doors before class commences.

- You must use hand sanitiser (provided at the door) when entering the hall (unless you wish to use your own fresh pair of sterile gloves) and will be encouraged to use it again when exiting the hall.

It is also advisable to bring your own hand sanitiser for use during the class.

- Prior to your arrival at the venue, all main touch points will have been cleaned by the previous occupants and by your tutor, and ventilated as much as possible.
- Due to space and to ensure social distancing, the number of puppies accepted on each course has been reduced to four. Attendee numbers have also be limited to **two** people per puppy (as of 3rd December 2020). If the second person in attendance is a child, this child must be aged 7+ years and must be supervised by the accompanying adult to ensure social distancing is maintained at all times.

Please note that if regulations change the amount of people attending per puppy could be reduced to one. Please ensure that you are able to follow this rule should regulations change, because this is not something Educating Paws or Puppy School have any control over and if you are not able to attend the rest of the course there will be no refunds.

- You must maintain a 2 meter social distance from other class attendees and your Puppy School tutor. Each puppy will have a specified work area and must remain

within that unless otherwise directed by the tutor in order to adhere to 2m social distancing guidance.

- From 8 August 2020, it became a legal requirement for a face covering to be worn in a greater number of public indoor settings including community facilities. All attendees must therefore wear a face mask for the duration of each class unless you are medically exempt (proof of exemption will be required).

Please spend time getting your puppy used to seeing people in masks. The following video will help you with this process [CLICK HERE](#)

Your tutor will wear a face mask for the duration of the class but if any attendees are hard of hearing a visor may be worn instead to allow for lip reading

Please feel free to bring additional PPE e.g. gloves if you'd like to, but you must wear a fresh pair upon entering the hall and changed regularly in place of sanitizing.

- If at any point an attendee's behaviour is deemed to be putting others at risk, they will be asked to leave the session without a refund.
- To comply with Government requirements Puppy School have provided us with guidelines to ensure our classes are run safely. This means there are some changes to the usual curriculum and therefore any exercises which would normally facilitate interaction with other people or puppies have been adapted. Please rest assured that you will still be provided with the same high standard of training.
- Your tutor will only come into contact with your puppy when demonstrating each exercise to the group. Your tutor will sanitize their hands before and after each demonstration. If anyone prefers their puppy not be involved in demonstrations, please advise your tutor at any point.
- Your puppy will be working in the presence of other puppies at a safe distance, and this will prove to be a valuable socialisation opportunity. Puppy play will only take place if we feel we can ensure safety. It is likely that the virus can be carried and survive on fur and thus transferred through dog to dog contact, if puppy play happens you will be asked to not touch other peoples puppies and to stay in your own training area, your tutor will regulate the play and is experienced with this. Puppies will not be allowed to meet on lead, as this would bring owners too close together, and you will not be permitted to greet anyone else's puppy close-up.
- Your tutor will use their own treats for demonstrating exercises, please ensure you have enough high value treats for your puppy in the session. Packets of

Natures Menu treats will be available for purchase if you have either forgotten treats, run out, or they are not suitably motivating for your puppy.

- The full Educating Paws shop will be available once the classes move indoors. A smaller selection of items including treats and chews will be available while we are outdoors
- If your usual tutor is required to isolate you may be taught by a different tutor (if available) or switch to the online classroom. Please rest assured that you will only be taught by a qualified & experienced Puppy School tutor.

Anyone not adhering to these measures during classes will be asked to leave and will not receive a refund.