



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 while keeping the classes as relaxed and enjoyable as possible

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 on the date of that individual class. The format is interchangeable.

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

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.

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 or if outside, socially distanced from other owners. 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.

- Please use hand sanitiser (provided at the door) when entering the hall and 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 and your individual training area will have been cleaned by your tutor, and ventilated as much as possible.
- **As of 18/09/2021 the 2 person limit per puppy has been lifted. Up to a family of 5 are able to attend**, but please be aware that the less people we have indoors the safer the class will be.

Please note that if regulations change the amount of people attending per puppy could be reduced and this may happen part way through your course.

Please ensure that you are able to follow this rule should regulations change, because this is not something Educating Paws has any control over and if you do not wish to attend the rest of the course due to the restriction there will be no refunds.

- Please maintain a 2 meter social distance from other class attendees and your Puppy School tutor. Each puppy will have a specified work area for the majority of the class

- **Although it is no longer a legal requirement to wear a mask, this rule will remain in place for Educating Paws classes for the time being** to ensure they are as safe as possible, because this is an easy thing for everyone to do. Please let your tutor know if there is a medical reason you are unable to wear a mask prior to the first class.

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

- 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.
- 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 in **Puppy School classes** (NOT Puppy College classes) and only if we feel we can ensure safety.

It has always been the case that any close puppy interaction will only take place if beneficial for those individuals and forms a positive socialisation experience.

- **If your tutor is required to isolate the class will be taught online. The classes will not be delayed due to your tutor isolating unless too unwell to teach. Please rest assured that you will only be taught by a qualified tutor.**
- **If you are required to isolate you will be given the option to attend your class from home using the online classroom. Refunds will not be offered for missed classes**

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