

# **KEEP CHECKING IN: This article will be updated when there are any changes**

Last update: 12.03.2020

## **Position Statement on Services Provided by Duffy's Doggie Training & Pet Services Ltd & Duffy's Pampered Pets Dog Walking**

In light of the outbreak of the corona virus (COVID-19) and government advice the following outline is the position of Duffy's Doggie Training & Duffy's Pampered Pets, the team and applies to all clients.

This is an extraordinary situation and the almost inevitable measures that will and are being put in place to combat the spread of COVID-19 will affect us, business & those that are self-employed.

All of our team are self- employed & contract for Duffy's.

### **OUR TEAM**

- Will maintain a good level of hygiene and wash hands/use antibacterial gel as directed by the government
- Will keep vehicles, items used in the care of your pets etc as clean as possible
- The team may wear rubber gloves and other protective items should they be required
- All the extra precautions may add time to our working day, so please be aware timings may differ slightly to allow for this.
- If any of the team need to self-isolate we will inform clients affected & aim to provide the best service we can, please note there may be some disruption.

## **DOG WALKS & PET VISITS**

- If your workplace deems it necessary for you to work from home or you are at home because of schools closing, we will keep walking your dog as usual
  - If anyone believes they have COVID-19 then please contact us immediately and we will act in accordance to government guidelines & assess the situation case by case
  - If we are put into complete lock down, then we will not be able to walk dogs. This will be very unfortunate but there isn't much we can do about it
  - As self-employed workers we obviously do not receive an income if we do not work and will only receive limited government help if we are sick
  - All clients are expected to keep a good level of hygiene – regular hand washing/use of antibacterial gel, regular cleaning of dog/pet items, and areas the team will have access to etc.
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## **GROUP CLASSES, WORKSHOPS & ONE TO ONES**

Group classes, workshops & one to ones will continue as usual.

We ask that:

- Where possible clients limit to one family member coming to class with their dog. This is to ensure we have room inside for students and instructors to leave adequate space between (1 m) all bodies in the training centre. This is during class, when waiting to enter class and when leaving class.
- Mooches will not be going ahead at the start of classes
- All clients are expected to keep a good level of hygiene – regular hand washing/use of antibacterial gel, cleaning of dog items etc
- If you have any signs of the virus we trust clients will not come to class and advise us immediately, so we can advise other clients if necessary
- Please ensure to bring all of your equipment with you as we want to minimise equipment being loaned out to students during this period. - Please try to remember to bring your own toys, water bowls, treats (items will still be available for sale), blanket, clicker, snuffle mat, lick mat, Kongs etc. Any items that we do hand out will be thoroughly cleaned before re-use. Please do not bring balls to class as they roll too far away
- Instructors will limit touching your equipment & your dog during classes

- Surfaces etc that might be touched by owners such as door handles will be wiped with disinfectant

**Outside teaching:** Where possible, we may take classes/consults outside to allow for more space, this will be somewhere local.

**Remote Teaching:** If needed classes/consults may be taught remotely via webinar, this will be assessed over the coming weeks and implemented according to Government guidelines.

**Postponement:** If a class/workshop/one to one cannot go ahead, then we will postpone until such time that it can.

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### **What happens to my session if I have to self-isolate?**

Please ensure you inform us immediately if you have been told to self-isolate. We can then advise other clients if necessary.

**1-2-1 services:** Where possible, your session may be via virtual coaching using Skype / Zoom meeting which will operate in real time for the session duration you were booked in. Alternatively, the session will be postponed until you are better.

**Classes:** you will be offered 15 minutes via telephone which will be used to guide you on the homework tasks you will miss for that week. In the event classes are moved to virtual service via webinar these will be scheduled at your normal class time.

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### **What happens if the instructor has to self-isolate?**

Services may be offered by one of our other instructors (4 in total); these may be as usual or via Skype / Zoom meeting or be paused and re-scheduled according to the situation.

## **HOMEBOARDING/PET SITTING**

- Please ensure you inform us immediately if you have been told to self-isolate. We can then advise other clients if necessary
- If the service provider becomes unwell during a Homeboarding/pet sitting period, then we will follow vet and government advice on how to deal with the situation
- Our usual cancellation policy will be applied to all bookings
  - o In the event of cancellations that are notified to us 28 days prior to the start of the booking period, all fees less the non-refundable deposit (usually 25%, unless agreed otherwise), will be refunded.
  - o Any bookings that are cancelled between 28 days and 7 days before the start date of the booking, will require 75% payment for services.

- All bookings cancelled within 7 days will be payable in full.
- If the pet service provider, cannot provide the service agreed, we will do our best to arrange an alternative, unless in extreme circumstances, where we will endeavour to give 24-hours notice.
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It is imperative that all clients remain vigilant and thoughtful during this time to minimise disruption. The impact on small business during this virus could have very detrimental effects on our ability to keep trading now & in the future once the situation improves.

We appreciate your help & support at this difficult time.

If you have any questions, please get in touch.

Thank you for your co-operation

Fiona Duffy