

# COVID-19 POLICY

SUMMER 2020

The health and safety of our staff, huskies, visitors, and community have always been our top priorities. Due to COVID-19, we are implementing enhanced policies to ensure the safety of our guests and staff. This policy is subject to change with the introduction of additional state and federal guidelines.

Trail Breaker Kennel kindly asks our guests to follow these precise guidelines to keep everyone safe and healthy.

# CANCELLATIONS

Cancellations and modifications made up to 24 hours in advance will receive a 100% refund. You can do so following the links in your confirmation email. If you need to cancel your tour within that 24-hour window, email us at <u>tours@trailbreakerkennel.com</u> to receive a 50% refund. No-shows will be charged the full amount.

## **EXPOSURE GUIDELINES**

We require all out of state guests to have completed the proper State of Alaska COVID-19 travel guidelines before their arrival. Upon arrival, we will check each guest's temperature. If a guest has a temperature of 100.4°F or higher, they will be asked to leave and reschedule their tour. If they are unable to reschedule their tour, they will receive a 50% refund.

# GENERAL HYGIENE

Guests are asked to cough and or sneeze into their elbow and use hand sanitizer after doing so. Guests are encouraged to use hand sanitizer throughout their time with us. Complimentary hand sanitizer will be available for use in all tour areas.

#### MASKS & GLOVES

All Trail Breaker Kennel employees will be wearing masks throughout tours. Guests are highly encouraged to wear masks while at Trail Breaker Kennel. Guests may bring and wear their own gloves if necessary.

# **ONLINE GIFT SHOP**

We will be operating a physical distance gift shop. All items will be available for purchase at our online store,

The Trail Breaker Kennel COVID-19 Policy was created to comply with mandates set by the state of Alaska and the U.S government. Information from the Centers for Disease Control and Prevention, Alaska Tourism Industry Association, and U.S. Travel Association were consulted in the creation of this policy. Additional communication, training and updates will be provided to all employees and tour partners when necessary. Email <u>operations@trailbreakerkennel.com</u> with any questions. <u>The Trail Breaker Trading Post</u>. All orders will be shipped directly to the guest's home. *(Shipping restrictions apply. Items may only be sent to the United States and Australia)* 

### PETTING OF DOGS

The health and safety of our huskies is a top priority. The CDC suggests limited contact with pets and humans from different households. However, we understand this is hard to do during a kennel tour. Therefore, we require guests to use hand sanitizer before and after petting our huskies. Complimentary hand sanitizer will be available for use in all tour areas. If guests are wearing clean gloves, they will not be required to apply hand sanitizer.

#### SOCIAL DISTANCING

All guests must remain at least 6 feet away from Trail Breaker employees throughout their tour. Designated areas, at least 6 feet away from any Trail Breaker employee, will be provided for guests during their time at the kennel. Guests must remain in these areas, unless in case of an emergency.

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