

MAD DOGS & ENGLISHMEN & COVID-19

EFFECTIVE DEC 13TH, 2020

As always the safety of our clients, dogs, and guides are of the utmost importance to us. With this in mind and with the new restrictions outlined in the province of Alberta on Dec 8, 2020, we have implemented new booking, tour, and cancellation policies.

- Our booking office is closed to walk in but we can accept bookings from our website 24 hours a day or via telephone 10-6 pm daily.
- We will be limiting tours to 4 sleds total. 2 guide driven sleds, and 2 client driven. If other cohorts are on the same tour, you will be asked to maintain social distancing (min of 2m) from them at all times.
- All sleds booked must be of the same household/cohort group as per government regulations. A mask or face covering must be worn on guide driven sleds at all times as physical distancing is difficult here. Those on client driven sleds may remove mask while on the sled unless being assisted by a guide.
- Tour waivers are now online and a link will be sent to you prior to your tour. We ask that you fill these in and do a covid self assessment (<https://myhealth.alberta.ca/journey/covid-19/Pages/COVID-Self-Assessment.aspx>) prior to showing up for your tour.
- Temperatures will be taken using a touch-less thermometer and hand sanitizing required before entering the staging area. All employees will be required to do this as well. Any clients or staff who are not feeling well must stay home.
- All tour elements that would usually take place inside a tent or teepee will now be held outside in a covered area. You will be required to sanitize and maintain social distancing at all times.
- All equipment and high touch areas will be sanitized between each tour.
- Our cancellation policies for tours remain unchanged if tour is cancelled 48 hours prior to tour date. If you need to cancel due to covid related reasons within the 48 hours, we will now allow for a full rain check to be issued. If space can be re-sold, a refund will be given.

Please contact the office if you have any questions regarding our situation or policies. We are excited about the winter season and getting out on the trail! We appreciate your assistance in keeping us all safe and healthy!

The Mad Dogs Team