

creative communion

COVID-19 Refund Policy and Best Practices

In light of recent developments around the spread of COVID-19, decisions on rescheduling and cancelling events, workshops and retreats will be made based on current public health recommendations from the Centers for Disease Control and Prevention, Ohio Governor Mike Dewine, Ohio Health Department and local Health Department directives.

I have temporarily modified our cancellation policy to allow for refunds for any registered guest who is not able to attend a scheduled event due to COVID-19 related issues (see **Emergency Refund** below). If you have been recommended to self-quarantine, have had recent contact with an ill person, or are feeling ill yourself, **please do not come to the scheduled event, workshop or retreat** — I am happy to return your registration fee. (Please be mindful that due to date of purchase of tickets some Paypal transaction fees may not be refundable.)

Due to the COVID-19 (coronavirus) health crisis, **Best Practices** have been updated in alliance the Responsible Restart Ohio protocols. As we adjust to this new-normal, please know belonging can retreat together in communion and encompass health, safety **and** creative wellbeing.

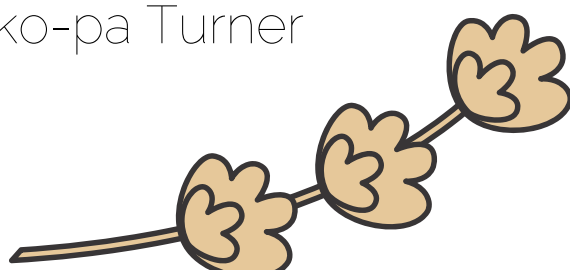
Emergency Refund

You are eligible for an emergency refund if:

- You are unable to attend due to domestic travel advisories and/or bans.
- You are sick, need to care for sick household members, or are at high risk for complications from COVID-19.
- The workshop or retreat venue is closed due to health department or state mandate.
- The event, workshop, or retreat staff are sick, and need to care for sick household members, or are at risk for complications from COVID-19.
- The event, workshop or retreat is cancelled due to the COVID-19 health crisis based on government guidelines, directives or bans to assure health and safety.
- The event, workshop or retreat is postponed and rescheduled due to the health crisis to a future date that you cannot attend.

*We can't really truly belong to anything
unless we have endured the long haul with it.*

Toko-pa Turner



Best Practices

- Encourage self-check of personal health and if symptomatic, please come back to see us when you are well.
- If you have had contact with someone with Covid-19 symptoms such as a fever or cough, or have symptoms yourself please self quarantine and come back to see us when you are well.
- Provide min. 6 ft between people during events, workshops and retreats.
- Recommend face coverings while in close proximity to another.
- Maintain good hygiene at all times – hand washing and sanitizing..
- Limit capacity of events. workshops and retreats to meet social distancing guidelines.
- Offer staggering of guests and pacing of event to reduce crowding.
- Clean and sanitize workspaces throughout the day and at the end of the day.
- Encourage self-cleaning of high-touch items after each use.
- Disinfect shared high-contact surfaces in common areas at the beginning of, during and at end of day.
- Discontinue self-service buffet style foods & snacks. Encourage individually wrapped foods & snacks.