

## **COVID-19 Policy**

LiveWell is committed to providing the highest level of support and connection in programs and experiences. The guidelines shared here include the measures we are actively taking to mitigate the spread of COVID-19. Please uphold the following practices to protect yourself and the health and safety of others. We will always treat your private health information and personal data with the utmost confidentiality and sensitivity. At any time, LiveWell reserves the right to shift from an in-person program to an online format if we perceive that meeting in-person is unsafe due to COVID-19.

1. All in-person program participants are required to provide documentation of vaccination with proof of dates. Proof of a COVID-19 Booster is required if eligible.
2. If you have a temperature above 100.4 degrees or are experiencing COVID-19 or flu-like symptoms of any kind, you cannot participate in in-person programs.
3. Always wear a mask while in public spaces covering your nose and mouth.
4. Maintain safe distancing by staying at least 6 feet apart from staff and others while in program.
5. Practice thorough and frequent hand hygiene.
6. Refrain from eating or drinking during a class.

**All participants and staff are asked to follow the [CDC guidelines for preventing transmission of COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html)**

### **including:**

*Temperature taken upon arrival to every course*

*Avoid touching your face*

*Avoid close contact with other participants (except members of your immediate household)*

*Use cough and sneeze etiquette*

*Use hand sanitizer (dispensers in each class space) frequently*

*Wash hands frequently for at least 30 seconds*

## **Cancellation and Refund Policy**

**We are temporarily modifying our cancellation policy to allow for partial refunds for any registered participants who are not able to attend a scheduled event due to COVID-19 related issues.** If you have been recommended to self-quarantine, have had recent contact with an ill person, or are feeling ill yourself, please do not attend an in-person class or event. If this is a paid class, we are happy to work with you to apply a portion of your unused registration to a future class. Full refunds will also be given to registered participants if LiveWell decides to cancel a scheduled class or event due to COVID-19.

### **Online and In-Person Programs**

We are thankful to you for being a part of our community. We understand that change happens, and we ask for your understanding that upon your registration LiveWell makes financial commitments that we must uphold. Therefore, all funds will be refunded in full for cancellations made 10 or more days prior to the start of the program date, less a non-refundable processing fee of \$20.00 dollars. Cancellations that are made within 9 days or less before the start of the program, are eligible for 50% credit toward another program (this credit will be valid for one year from the date of issue). No credit or refund is available for cancellation on the day of the program. LiveWell reserves the right to cancel any program at any time. In this event, we would refund an apportioned percentage of the course.

### **Inclement Weather Policy**

On rare occasions, for the safety of our participants, an event or class may be cancelled due to inclement weather. The decision will be made no later than 8AM for morning programs and no later than 12PM for evening classes. In such an event, participants will be notified by e-mail. You can also call 860.628.9000 for information on cancellations.

If there is a cancellation of any LiveWell classes, additional classes may be scheduled for the two weeks following the expected end of the program. Please hold these dates in your calendar.

If you have any questions about LiveWell courses or policies, please call 860.628.9000.