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Frequently Asked Questions About COVID-19 Impact on AKC Events

[covid-19](#)

Q. Who does an exhibitor call about an event being held or cancelled if it isn't listed on the AKC.org page of cancellations?

A. AKC is working diligently to list all cancelled events on the Event Cancellation page as soon as we receive notification of a cancellation or postponement from the club. You may find that list here:

<https://www.akc.org/sports/event-cancellations/>

Exhibitors could also contact the Event Chairman. Contact information can be found on AKC's website and in the Premium List.

To report a cancellation or delay, please call 919-816-3579 during business hours, and the AKC Weekend Club Hotline at 919-816-3955 outside of AKC business hours.

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submitted close to their event, we have told clubs that a cancelled event will not count against the number of days/events per year, and we have conveyed that we will be flexible and helpful with them trying to hold events again.

During this period of concern due to the coronavirus, for clubs that have had their event cancelled due to facility/government actions or for clubs that have proactively cancelled their event, the AKC will apply the cancelled event application fee to the club's next event of the same type.

Q. Will entry fees be refunded?

A. Please check the Premium List as there usually is a reference to refunds. Historically clubs do not refund because they remain contractually responsible for many high cost payments, including but not limited to rent of the site, superintendent or show secretary fees, insurance, Judges fees, tents, recording/processing, caterers, portable toilets, etc. The entry is an agreement between the club and an exhibitor. The club has the option of enforcing the parameters defined in the premium list and they also have the option to refund the customer. If a club makes a full refund there is no recording or service fee.

Q. Why doesn't the AKC cancel everyone's event?

A. That prerogative rests solely with each individual club.

Q. Some clubs are holding their events as scheduled. Why?

A. These clubs feel confident they can hold a successful event based on their knowledge and

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We are also working on ways to obtain information faster from our clubs so that we can communicate and post it as soon as received.

For additional information please contact us at any time:

Dennis Sprung	DBS@AKC.ORG	212 696 8327 or 516 637 6567 (cell)
Doug Ljungren	Doug.Ljungren@akc.org	919 816 3903
Alan Slay	Alan.Slay@akc.org	919 816 3806
Glenn Lycan	Glenn.Lycan@akc.org	919 816 3560
Guy Fisher	Guy.Fisher@akc.org	919 816 3705
Pattie Proctor	Patricia.Proctor@akc.org	
Carrie DeYoung	Carrie.DeYoung@akc.org	

Q: What communications have been sent out to clubs from AKC?

Letter sent on March 16, 2020

Dear friends,

There are two additional areas of concern that need addressing. The first is about Event Application Fees

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Letter sent on March 12, 2020

Dear Core Constituents,

The following is an update on staff's addressing of the Coronavirus.

A sticky bar has been created and implemented on our home page to direct people to the latest updates on the virus. By clicking, it will go to the Press Center <https://www.akc.org/press-center/covid-19-updates-from-the-american-kennel-club/> which already has a statement regarding COVID-19, event cancellations and CDC steps to prevent illness. This information remains permanently as one of the "top stories" on the AKC.org home page. In addition, the statement also appears on the AKC Facebook page as a pinned post, so it always remains on the top of the page.

At yesterday's meeting of the Executive Committee along with key employees, I suggested to Doug Ljungren that as a preemptive measure should we be forced to close our offices we are immediately beginning overtime in the Events Department to enable us to operate without any backlog, processing everything on hand for our clubs. Also, at yesterday's meeting the suggestion was accepted to plan for 26 additional Events Department employees to work from home. This will entail purchasing of laptops or desktops which must be VDI capable. Currently, Registration and Customer Service work from home so these departments will assist our customers without interruption.

As already advised, staff continues to hold meetings each day on this topic. Naturally, there is also daily communication with each of our Field Staffs. The Events Department including Club Development is busy assisting a number of our clubs with options, including rescheduling their events. Clubs are welcome to call

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We are also monitoring reports on the relationship between COVID-19 and companion animals which, based upon a U.S. Police Canine Association memo circulated by Dr. Carmen Battaglia this morning, states in part: "The current spread of COVID-19 is a result of human-to-human transmission. There is no justification in taking measures against companion animals which may compromise their welfare."

Internally, we are avoiding meetings in our NY or NC office with visitors or vendors; everyone is planning to substitute video or telephonic conferences. We continue encouraging employees to follow the CDC guidelines and have instructed them to limit non-essential business travel. With the cooperation of HR, we have also taken steps to put a procedure in place to handle employees who may come in contact with someone who has contracted the virus. Fortunately, there are no known cases at this time.

Our clubs and exhibitors are invited to keep visiting AKC.org or AKC's Facebook page for the latest information and to follow CDC and WHO advice.

Dennis B. Sprung

Letter sent on June 1, 2020 – Club Bylaw Provisions for Holding Meetings

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