



## **2023 Training Policies**

By participating in our services, you signify that you agree to and understand the below policies as written.

### Expectations

Effective dog training requires practice, patience, and consistency. For the best results, you must follow the trainer's instructions and practice the skills taught in your lessons at home.

### Cancellations/No Shows

If you are unable to make your appointment, you are expected to notify the trainer at your earliest convenience. Late cancellations (less than 24 hours in advance) will incur a \$20 fee. Day of service cancellations will be charged half the cost of the scheduled service. No-shows will be charged the full amount of the scheduled service.

A day of cancellation or no-show on a free evaluation will forfeit the free service. If the evaluation is rescheduled, a \$40 fee will apply.

Full payment is required to hold a spot in a group class. Cancellations two weeks or less prior to the start date will be given a refund of half the cost of the class. No refunds will be given after the class has begun. The rising number of late cancellations is having a significant impact on the success of our business. The only fair way to move forward is to hold strong regardless of the reason\* on the cancellation fee for all clients.

\*Cancellation fee will not apply for outdoor lessons which are cancelled late due to precipitation or extreme cold.

### Vaccination Records

All dogs are required to show proof of veterinarian administered, age appropriate vaccinations for rabies and distemper/parvo. By training with us, you are acknowledging that providing these records is your responsibility and that if you fail to do so, appointments may be cancelled or rescheduled, following the normal cancellation policy, until the vaccinations can be given. You can be turned away from an appointment for failing to provide the proper records. We want to ensure that all of the dogs and humans we come into contact with are kept safe. If you are unsure what vaccinations your dog needs and on what schedule, please contact your veterinarian.

### Inclement Weather

If you are unable to make your appointment due to dangerously inclement weather, and notify us promptly, cancellation fees may not apply. If Watauga County Schools are in session and you have a daytime appointment (between 10am-5pm), we do not consider the weather dangerously inclement and the normal cancellation policy applies if you still choose to cancel or reschedule your appointment. Group Classes – If the trainer or more than half of the class feels the conditions are too dangerous, the class will be cancelled. The missed class will be added on to the end of the course (the week after the class should have ended) unless the whole class can agree on a different make-up date prior to the original class end date.

### Group Classes – Individual Absences

Make up lessons are not offered due to high appointment volume. The trainer will attempt to catch you up during your next class as best as possible. You are also welcome to book a private lesson at the package lesson price rate if desired.



### Composed Canines Package – Private Lessons

It is recommended that the 4 lessons be scheduled roughly one week apart and finish within 4 weeks. To assure that you are able to schedule the 4 lessons at a time that is suitable to your schedule, you will be asked to schedule all 4 lessons up front, if possible. No refunds will be offered after the second lesson. It is your responsibility to keep up with your lessons and contact the trainer to have them scheduled.

### Puppy Preschool

It is your responsibility to get your puppy to the appropriate lessons within the appropriate time frame (8-16 weeks of age). Puppies will not be allowed in class after 5 months of age. No refunds will be given for Puppy Preschool after either the orientation or first lesson, whichever meeting occurs first. You are required to submit age appropriate vaccination records prior to the first face-to-face meeting. Vaccination records will only be accepted from veterinary clinics, rescues, shelters, or pop-up clinics on letterhead from the vaccinating entity. Vaccination records written by hand from breeders or personal vaccination will not be accepted. We reserve the right to refuse any puppy if a health/vaccination concern of any kind is present.

### Photos

Photos and video may be taken and used online by Discovery Dog Training or other members of a group class. By participating, you agree to allow your photo to be taken and used on social media or our website.

### Children

No children under 5 years of age are allowed in any group classes. Children 5 and up who cannot follow instructions may also be asked to stay home.

### RUFFreshers

Our RUFFresher lessons are free and offered as a benefit to those who complete a training program with us. It is your responsibility to watch the website and Facebook page for changes to the schedule. While we strive not to, we reserve the right to cancel or reschedule this service at any time. We reserve the right to remove any dog from this event if the behavior problem is too severe or the owner cannot follow instructions.

### Spay/Neuter

It is your responsibility to make sure that any anticipated surgical procedures are scheduled in such a way as to not interfere with the schedule of your group class. We will follow your veterinarian's recommendation, but generally prefer not to see males back in class until 7-10 days out from their neuters and females until 10-14 days out from their spays. Please schedule your pre-planned surgeries outside of the dates planned for a group class.

### COVID-19/Illness

Cancellations or missed appointments due to COVID-19 or other illnesses will be treated the same way as any other normal cancellation or missed appointment. The rising number of late cancellations is having a significant impact on the success of our business. The only fair way to move forward is to hold strong regardless of the reason on the cancellation fee for all clients.

### Payments



Full payment is due at the time of service. We prefer cash or check but also accept credit cards.