

Policies & Procedures

Safety and Security:

- All dogs must be up to date on vaccinations and preventative care (e.g., DHLP/Rabies).
- Dogs must be leashed at all times in common areas and supervised by staff or owners.
- Kennels will be cleaned regularly and sanitized to maintain a hygienic environment.
- Emergency protocols will be in place for weather events or other emergencies.
- Dogs will be separated by size, temperament, and age to ensure safety and minimize potential conflicts.
- If an owners' dog is at any time deemed necessary of veterinary care this service shall be provided at the dog owner's expense to your requested veterinarian or to the closest emergency clinic available.

- **Property Damages:**

- Significant effort has been made to safely and effectively contain your dogs. Proper considerations have been taken to ensure the structural stability of each kennel and the property. Any dog who manages to cause property damage does so at the dog owner's expense.

- **Excessive Cleaning:**

- Dogs that require constant kennel cleaning and maintenance due to incontinence may be asked to pay an additional \$10 per day cleaning fee.

- **Boarding:**

- Owners must provide a detailed profile of their dog's temperament, needs, and any medical conditions.
- Owners are responsible for providing their dog's food and supplies.
- Boarding fees are non-refundable, and a deposit may be required to secure a reservation.
- Pick-up and drop-off times must be strictly adhered to.

- **Payment and Refunds:**

- Full payment is required at the time of pickup.
- Registrations are not transferable to another dog.
- Registrations are not refundable, no exceptions.

- **Training:**

- Training programs will be tailored to each dog's needs and goals.
- Training methods will be based on a balanced training approach. Primarily focusing on positive reinforcement and focus on building a strong bond between the dog and owner.
- Owners are required to attend training sessions and practice the skills learned at home.
- Training progress will be monitored and communicated regularly to owners.
- Training guarantees are not offered, as consistency in training is the responsibility of the owner.

- **Client Expectations:**

- Owners must be responsible for their dog's behavior and actions.
- Owners must be respectful of other clients and staff.
- Owners must clean up after their dogs in designated areas.
- Owners are responsible for providing accurate information about their dog's history and needs.

- Owners must agree to Gilded Onyx Dog Training's policies and procedures.

Dog Training Program Policies:

- **Class Structure:**

- Classes will be held on a regular schedule, with specific start and end times.
- Class sizes will be limited to ensure individual attention and safety.
- Class participants must be on time for scheduled classes.
- Late arrivals may be permitted to enter the class at the trainers' discretion. However, full payment is still required.

- **Training Philosophy:**

- Training methods will be based on a balanced training approach. Primarily focusing on positive reinforcement and reward-based techniques.
- Owners will be taught how to train their dogs using these methods.
- Training will focus on building a strong bond between the dog and owner.

- **Requirements:**

- Dogs must be current on vaccinations and preventative care.
- Dogs must be leashed at all times in common areas.
- Owners must wear appropriate clothing and footwear.
- Owners must be responsible for their dog's behavior and actions.

- **Payment and Refunds:**

- Full payment is required to confirm registration.
- Registrations are not transferable to another class or another dog.
- Registrations are not refundable, no exceptions.

- **Safety:**

- Owners must supervise their dogs at all times.
- Owners must clean up after their dogs in designated areas.

- Owners must be respectful of other clients and staff.
- **Training Progress:**
 - Owners will be provided with feedback on their dog's progress.
 - Owners will be encouraged to practice the skills learned at home.
 - Training guarantees are not offered, as consistency in training is the responsibility of the owner.

*Gilded Onyx Dog Training's Policies and Procedures may be subject to change.

Signature

X_____

Printed Name

Date

*Revised on 04/29/2025