

# 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.

- **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.

- **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

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Printed Name

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Date

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*\*Made effective on 04/05/2025*