

# Ventura Pet Wellness & Dog Training Center Policies



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## CLASS POLICIES:

Please be sure to potty your dog before coming into the Training Center.

- Poop bags are available if needed. Please clean up after your dog.

So, that your dog may stay focused in class, please be to **NOT** let them greet any of their canine classmates on-leash at any time. This is time to learn, not play. In addition, some dogs have personal space concerns' if a dog "invades" this space they may become anxious or afraid.

All Children under 14 years must be accompanied by an adult.

Any Children of 10 years may attend under these circumstances:

- Authorization must be obtained from teacher before children attend.
- 2 adults (over 18 years of age) attend so one adult can work with the dog and the other can supervise the children.
- Children must remain quiet and seated for the entire hour of class.
- The children must refrain from playing with or climbing on any dog training equipment.
- Children must not approach or pet any other dogs in the class without permission.

Family members can attend as long as they are not disruptive to the class or to the dog learning.

Refrain from punishing or harshly disciplining your dog. Dogs can and will make mistakes just as humans do.

Cell phones should be silent or left in car.

Using your phone during class is prohibited, doing so may lead to being removed from the class.

In an emergency, ALL calls should be taken outside of the training center.

Please come to class on time. Late arrivals are disruptive to class. If you arrive early and another class is in session please do not enter the training center until the prior class is dismissed.

If you think your dog may be sick, please do not bring them to class. Some signs to look for are coughing, diarrhea, vomiting or lack of desire to eat or drink. Should you need to keep your dog home, please contact your trainer or Ventura Pet Wellness & Dog Training Center. You are welcomed and encouraged to attend class without your dog if your dog is ill so you can learn the skills being taught.

If your class or training session is around a meal time consider withholding the meal or only giving your dog half of what they normally eat. This will help increase your dog's interest and focus on the treat that is used for their training.

Unfortunately, we are unable to offer a make-up class for classes that are missed. If you are absent from a class, the teacher will give you your class handout (if applicable).

**WHAT TO WEAR:**

- Closed toed, athletic shoes are highly recommended (required in Agility Class).
- Clothing that allows you to move more freely and easily.
- Chewing gum is not allowed in the Training Center.

**WHAT TO BRING:**

- 4 – 6” leash with flat collar, body harness or head harness. (no chain, choke, pinch, e-collars or bark collars please)
- Soft treats your dog LOVES cut into pea sized treats.
- Towel, blanket or dog bed.
- Optional: A stuffed Kong or bone to occupy your dog during discussion portions of the class.

**CANCELLATION POLICY:**

As a small business, Ventura Pet Wellness & Dog Training Center, has limited space available for class participants and for private training sessions. Therefore, to make sure that our clients receive the best care and training possible we limit our class sizes. Many times, we have a wait-list for classes and private training sessions. Therefore, Ventura Pet Wellness & Dog Training Center must maintain a strict cancellation Policy.

**Please check off if you agree to the following:**

- Cancellation: No refunds will be given 7 days prior to the first day of class.

“I have read and understand the policies for Ventura Pet Wellness & Dog Training Center”

\_\_\_\_\_

(Print Name)

\_\_\_\_\_

(Date)

\_\_\_\_\_

(Signature)