

Ventura Pet Wellness & Dog Training Center Policies



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CLASS POLICIES:

In order to keep our staff, pet parents and their furry companions safe, please only 2 handlers per dog during this time. Handler must be 14 years old to attend without adult supervision.

- 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 do **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.
- 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.

Dogs that are in heat, sick or injured

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. If your dog is in heat, DO NOT bring her to class. However, you are welcomed and encouraged to attend class without your dog if your dog is ill, in heat or injured 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:

- **A mask is optional during classtime - we do not check or require proof of covid-19 vaccination. You may wear disposable gloves but are not required to.**
- 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:

- **You may bring your own chair if you need to sit during class time.**
- **Please bring a portable water dish for your dog (please do not share with other dogs).**
- 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)