

## Welcome to training with Guiding Hands Pet Obedience at Naturally 4 Paws!

It is exciting to have you in class with us as we explore ways for you to build the best possible relationship between you and your dog.

We are dedicated to the health and welfare of your pet and your respect for one another. As you begin training with your dog you will learn those things that will make this fun for both of you, as well as ensuring that your pet will be confident and happy to explore the world around them. This helps develop a pet that will be accepted in, and acceptable to, many different situations.

We believe in using positive reinforcement training methods, thereby ensuring a strong bond between you and your pet. Our commitment to you and your dog is our first priority. A make-up class is provided for all students who find it necessary to miss a class during the six week session. If you have not missed a class, come and join us anyway! Class schedules are posted on our website and on the back of our monthly newsletter (The Flyer).

### Things to bring / Things to Know for each class:

- **Please have your dog on a non-retractable leash with a maximum length of 6 feet when you arrive for class (no Flexis).**
- **Wait to the right after you enter the store (by the toys and leashes) until Noel invites you in to class. Please do not linger in front of the training door or windows.**
- **Bring a Mat or Towel for the dog to lie on; this is part of our training exercise.**
- **Do not feed prior to class. You may bring their meal to be used as treats through the lesson.**
- **Bring small training treats that can be broken up into small pieces (or their meal). You may also bring a treat dispensing toy stuffed with treats.**
- **Visiting with other dogs: Not every dog wants to visit, they might be nervous and not act appropriately. Please be aware of where your dog is in relation to you and to other dogs at all times. Please only allow visitation when approved by Noel and the other dog owner(s).**
- **Children are welcome as long as they remain quiet and under direct supervision (please do not let them wander through the store unsupervised). Please talk to your children about quietly sitting in the provided chairs. For the safety of your child, your dog, and other people and dogs in both the class and the store, this must be strictly observed.**

## Attendance Policy & Responsibilities

Each class is held once a week for six weeks. There may be breaks between classes due to other facility or personnel commitments. Please be sure to check our calendar to identify all class dates and breaks. Each student and handler is only allowed to attend the class at the specific time and day of the week you registered for.

At the end of each six week session there will be one scheduled makeup day that covers all classes. Please refer to our calendar for the specific date and time that your class type will meet. Everyone is welcome and encouraged to attend the makeup session, whether or not you miss a class.

Our complete Training Center schedule is posted in multiple locations; on our website, in-store (just outside of Noel's training room) and on the back of our monthly store newsletter. It is each handler's responsibility to check this calendar and ensure that your schedule will enable you to make each class date.

Please do not make this commitment if you know you will have to miss more than one class. Due to class size limitations, it is extremely rare that we would be able to move you to another class. Basic Obedience classes tend to fill very quickly and it is to both you and your dog's benefit to attend the entire course. If you do happen to miss more than one class neither Guiding Hands Pet Obedience nor Naturally 4 Paws will be able to provide you with a refund.

Once a class has begun, Guiding Hands Pet Obedience has a no refund policy. If you and Noel decide that the class is not right for your dog, private lesson vouchers will be given (up to a maximum value of \$100). With this in mind, please don't hesitate to contact Noel or any Naturally 4 Paws staff member if there are any extenuating circumstances that will prevent you from meeting this commitment.

To obtain a refund before class begins, you must contact Naturally 4 Paws at least 24 hours in advance so that your spot can be filled by another student.

### ***Our "Kids in Training" policy***

*We believe that canine training is a family affair and children are always welcome to attend our training classes. However, we do require that an adult be present with any child handler under the age of 18. In order to maintain focus on your canine, children under 10 years of age attending class must be accompanied by 2 adults; so that one can concentrate on dog handling and the other on child handling. Please feel free to contact us with any questions.*