

Class Policies

Registration

Our regular classes are limited to 6 dog/handler teams. Classes fill up quickly and registration is required. All family members are welcome to join in the class but we ask that one person train the dog at a time. Kids can make fantastic trainers and we welcome them. Please see our policy regarding children below.

Payment

Payment is required at time of enrollment. We accept Check, Cash, and Credit Cards. There is a \$30 fee for all returned checks.

Refunds

We can accommodate refunds or class transfers only if we receive notification at least **2 days before the start of class**. Notifications of cancellation or a requirement for a class transfer should be sent to emcmahon@canneheadstart.com. All refunds processed are subject to a \$30 administrative fee.

Makeup/Attendance/Missed Classes

If you miss a class, please contact your Instructor to get your missed homework.

We do not offer make-up classes. However, we do provide a 50-minute makeup private lesson for \$60. If you know you will miss a class, please contact your Instructor to see when they can set up a time to schedule a make up session.

Proof of Vaccination

We require current proof of vaccination on all dog regardless of whether they are attending classes or working in private sessions. All dogs must be current with their Rabies vaccination and have had the Parvo and Distemper vaccination appropriate for their ages. We do accept proof of titer for Parvo and Distemper on adult dogs.

Referrals

We reserve the right to determine if a class is suitable for your dog. If we evaluate a dog and determine that they are not ready for a classroom environment, either before or after their initial attendance in a class, we will provide the owner with a referral to one of our trainers that can provide a private consultation.

Class Series Cancellations

If the minimum enrollment for a class is not met before the start date, the class will be scheduled to a later date. We will notify you via email at least 1 day prior to the class starting so that you may transfer to a different class, receive a credit toward a future class, or receive a full refund.

Unaltered Dogs

We welcome all friendly dogs, whether they are altered or not. Female dogs in season may attend classes, but must wear panties.

Children attending Classes

We encourage parents to bring their children. However, children must:

- Stay seated with their parents and be under parental control at all times.
- Children must be supervised by their parents at all times. Children under 15 must be accompanied by an adult.
- There may be no running or yelling in class.
- Children should not approach or pet other dogs in class. Please explain to your children that not all dogs are socialized, friendly, or comfortable around children.
- Remember you are in class to learn and help your dog learn. If you will be distracted by your children, best leave them at home. We are always available to schedule private sessions with families where the focus is on training the kids how to interact with and train the family dog.