



Group Class Policies

By submitting a registration form and/or payment you are agreeing to the following:

General policies:

- **Choke chains, prong collars, and shock collars are not permitted in class.** If your dog attends class wearing one of the collars mentioned above, you will be asked to remove it and switch to appropriate equipment. If you are unwilling to remove this equipment, you will be asked to leave.
- A person may only handle one dog during class.
- Dogs must remain on leash and under control at all times unless clients are otherwise instructed.
- Ill or contagious dogs are not permitted in Prairie Grooming and Training.
- Females in season must wear underwear. Missed classes will not be compensated if a heat cycle disrupts your program. Please plan your classes accordingly.
- Dogs must be friendly/tolerant of dogs and people in order to attend a group class. **All behavioural concerns must be disclosed in writing prior to the commencement of the group class program.**
- All vaccinations and/or titres must be up to date according to your veterinarian's recommendations.
- New dogs must have been in the home for seven (7) days prior to attending classes. This ensures that the dog is in good health and settled in her/his new home prior to attending class.

Registration and Payment

- **All class fees are non-refundable and are non-transferable between people or dogs.**
- Classes are filled on a first-come-first-served basis. Spots are not held until payment is received.
- If a dog proves to be behaviourally unsuitable for a group class as determined by the instructor, remaining credit may be transferred to private sessions (this does not apply to Rally Obedience classes)
- Refunds and credit are not available for specialty classes



- Refunds of payment are not available. Please ensure that you are prepared to attend all classes prior to submitting payment

Make-up Classes

- Private sessions may be booked to cover missed subject matter and are subject to private session pricing, policy, and instructor availability. Make-up sessions should be completed prior to the next class.

Cancellations

Any short-notice schedule changes will be due to unexpected and unchangeable events, for example inclement weather.

- Classes will not be booked on statutory, some civic holidays, and other days as noted by your instructor on the first day of classes.
- In the case of any unexpected cancellation on the part of your instructor, she will attempt to contact all clients scheduled for the affected classes by phone and/or email and clients will be given opportunity to attend the missed class at a later date

Children

Children are welcome and encouraged to attend group and private training sessions. In order to maintain an effective, safe learning environment for both human and canine students clients must comply with the following guidelines:

- Parents are responsible for their children at all times and are responsible for ensuring compliance with instructions.
- Younger children must be accompanied by an adult who is not handling a dog.
- Youth under the age of 16 must be accompanied by an adult.
- Occasionally, children may be asked to sit out of training for reasons of:
 - Loud, erratic or otherwise disruptive behaviour on the part of the child
 - The presence in class of a dog who is not child-friendly