

## **Operating Policies**

1. If your dog is sick, please do not bring them to class. If you have a question about what is allowed in class, please contact the instructor. You are encouraged to come to class without your dog to see what is covered that day.
2. Dogs in heat are not allowed to attend class as it is a distraction to other dogs. You are encouraged to come to class without your dog to see what was covered that day.
3. The instructor reserves the right to expel dogs who show aggression towards people or other dogs. Private sessions may be recommended in these cases. Please be sure to disclose any aggressive tendencies that your dog may have to the instructor prior to registering.
4. Before registering your companion for a group class or private sessions, please make sure it works for your schedule, and it fits what you are looking for as we have different service options. Please ask questions if you are not sure what the options mean/entail as some classes are held inside or outside, there are small or big group classes, etc. After the first class has started, **no refunds or account credits** will be given because that spot could have been for another client. A \$50 evaluation is offered to those who are unsure of their dog's ability and would like to trial a class before committing to a class.
5. If the trainer feels that the class chosen is not a good fit for the dog, the trainer may recommend other accommodations to help the dog be successful. Additional fees may be applied
6. After two missed classes (private or group), without prior communication, your time slot will be forfeited and no refunds will be given.
7. Training application must be signed before the start of class, along with full payment.
8. For Inclement weather cancellations and closing please go to [jezziepaws.com](http://jezziepaws.com)
9. Personal checks are a permitted form of payment, but if your check bounces you will be charged an additional \$35.00 fee.
10. Please don't allow dogs to meet in class until the instructor gives permission.
11. If you cannot attend your training session as scheduled, you must cancel **no later than 8:00 A.M.** the day of your session or you will forfeit that session (private or group). Text or email communication is permitted.
12. If your dog has aggression, they are not allowed to be on a retractable leash. The trainer will ask you to put a regular leash for safety reasons. If you do not change the leash you will be asked to leave, again, for safety reasons. If you are asked multiple times about the leash you will not be allowed to continue training and you forfeit the classes. In addition to retractable leashes, for safety reasons, I will not be able to work with any dog wearing a prong, choke, or shock collar. Please make sure your dog is fitted with a collar or harness prior to the session. If you have questions about what kind of collar or harness to use, I can provide recommendations.
13. Since this is a business park please be considerate of other people's property and clean up after your dog.
14. Young children must be supervised by an additional adult so the primary handler of the dog can devote their full attention to class
15. Make-up classes are not typically available for missed classes. If arrangements are made in advance, the instructor may be able to meet with students fifteen minutes before class start time to go over what was missed. Private Sessions are also available for an additional fee.

16. All pet owners are expected to follow Jezzie Paws Dog Training safety rules while on the premises. Anyone who does not follow the safety rules can, and will, be asked to leave.
17. Please do not wear sandals or revealing clothing during training sessions and while on the premises. Jezzie Paws Dog Training will not be responsible for any injury (scratches, falls, etc.) that have resulted from inappropriate dress. Additionally, this is a family-friendly environment. If your clothing is too revealing you will be asked to leave, and that class will count as one of your training sessions (no make-up session). If you are asked more than 3 times to come dressed appropriately, **you can be let go from class**. Safety is **VERY** important, and we have families that attend trainings.
18. Please keep dialogue respectful and civil when on premises. Please refrain from using profanity or making inappropriate comments to other clients while here. If you do, you will be asked to stop, and if you continue **you will be asked to leave and you forfeit the class**. If you would not say or do it at your place of work, in front of your kids, etc., then please do not say or do it here. This is a family-friendly, respectful environment.