All students must read and familiarize themselves with our policies prior to committing to ANY lesson. ​  
  
GENERAL POLICIES   
**GROUP CLASSES**  
\*Your space in a group class is only reserved once your completed enrollment form and full tuition payment are received.   
\*All students must sign and date the liability waiver / release.  
​\*Prior to the start date of class refunds will be considered on an individual basis, and always granted if your space in class can be filled by another student.  
\*No refunds are given once class has started.  
\*Dogs who are reactive and/or aggressive toward other dogs or people are NOT allowed in group classes. No exceptions. If you enroll in a group class, and your dog exhibits aggressive behavior you will be excused. No refund will be issued. We do however want to assist you and your dog be successful and have programs available to you!

\*In our foundation-level classes there must be one handler per dog. One handler may not work multiple dogs.  
\*Only dogs who are registered students here may be inside the building.   
​CANCELED CLASSES  
\*If your class is canceled for any reason (poor weather, sick instructor, act of God, etc) there are no refunds. Students who continue onto the next session will be granted a credit of equal value to the canceled class(es) toward the new session.  
​\*In poor weather, your instructor will contact the class participants directly. On Facebook or via text.   
​

MISSED CLASSES (by the student)  
\*If you are absent for ANY reason there are NO credits or refunds for the missed class. Missed classes may possibly be made up on another day, in another class, with the instructor's permission only when normal student enrollment is low. This is a courtesy granted to you by your instructor, and there is no guarantee a make-up opportunity will become available for you.  
\*Special situations (such as actual emergencies) will be considered for a refund on an individual basis and by the instructor's discretion

*Missing entire session or half the session or more :*  
Option 1- If you are going to miss an entire session: you must either pay for the entire session to reserve your space or risk your space being taken. Spaces are NOT held for any reason.

Option2- Pay per class may be done when you can only attend 1 or 2 classes of the session

The rate is $33 per class and is due before the session begins

PRIVATE LESSONS:   
\*Canceling your private lesson prior to 24 hours of scheduled private lesson: once you schedule a private lesson you are committed financially to the ring rental fee ($30) for that date and time, unless your lesson can be filled with another student.   
​\*Canceling within 24 hours of your scheduled private lesson: if you must cancel a private lesson with less than 24 hours notice, you will not receive a refund.   
Note: if for any reason payment for a lesson was not received prior to the lesson and is a "NO CALL- NO SHOW" FOR A PRIVATE LESSON, PERSON IS RESPONSIBLE FOR 100% OF THE PRIVATE LESSON FEE BEFORE ANOTHER LESSON WILL BE SCHEDULED

\*Students are not financially responsible if your instructor cancels the private lesson.

Facility RULES

**\*All training lessons are held at Fleischmann Field**

**39 Chesbro Rd**

**Pennellville NY 13132**

\*Please enter the facility through the front door on your left to enter/exit the building . The right side door is for private use only. Doors are clearly marked for you. Please keep your dog from interacting with others .

\*There is a porta potty on grounds

\*There is no running water. Please bring water for you and your dog.

\*All crates must be left clean and empty of bowls and bedding when you leave, there is cleaner on the table for you to use.

\*We do not have trash pick up at the facility so please take your poop bags with you. If you have any questions about the facility please contact Christine Fleischmann.

**Arrival**

* Please do not arrive more than 30 minutes before start of class. Owners and trainer need access and time for training their dogs, set up, and maintenance.
* Doors will Not open more than 15 minutes prior to class start time. Breaks between classes will allow you time to get dogs and crates set up. Potty and warm up your dogs if you arrive before that time
* Please do not enter until the previous class has ended. On occasion class may run late. All classes will be given their full class time.

**TURF RULES**\*There is a strict "NO POTTY IN THE RING" rule. Please be sure to potty your dog outside before class starts. If your dog does soil on the artificial turf, you must pay our fine ($10)  
​Dogs who frequently soil (definition by the instructor's discretion) will not be permitted in class without a diaper or belly band to prevent urination or will be dismissed from class until a plan of action is in place.

\*Bitches in season are welcome to attend class, but, MUST wear a diaper or else not participate in class until their cycle has finished.   
 **SHOES**\*Only clean, dry footwear may be worn on the turf. No wet shoes. Moisture the "kiss of death" on the surface. Remove your wet/muddy shoes at the door to keep the mats clean.

We have plenty of clean towels, please use them to wipe your dogs paws. Or grab a towel if there is excess water near your crate to soak it up.

**DOGS**\*Dogs must be kept on leash, unless working in the arena. DO NOT allow your dog on property without a leash on.  
\*Please potty your dogs in the designated areas and clean up after them. We have acres to walk. Do not let your dog use the landscaping or the building as a restroom.     
\*Aggressive or reactive dogs are not allowed in a group class. No exceptions.

What to bring:

1. 4'-6' leash for your dog (no flexi leashes are permitted in the building).  
   2. Have your dog on a regular leash, collar, head-halter or body harness.  Prongs may be used to calmly get your dog to their crate as long as your dog does not display aversion and you must plan to work on training to fade this training tool as it is not permitted on AKC grounds. No e collars or choke collars allowed.   
   3. Poop bags for clean up.  
   4. Treats that are visible and not sticky. We do not want treats getting stuck or lost in the turf. Lotus balls are encouraged to throw treats without a mess.  
   5. If your dog is motivated by toys then bring along a few favorites.  
   6. Water for both you and your dog, bowls will not be provided.   
   7. If your dog is a barker: Stuffed Kongs, Bones, etc to occupy . Excessive barkers must crate in your vehicle.  
   OPTIONAL:  
   8. A notebook for jotting down homework and training ideas.  
   9. You may video tape your lessons for your own personal training use. Class videos,  
   including the instructor's feedback, are not to be published online.  
   10. Crates are provided unless you choose to bring your own.

Student Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_