

Lucky Dog Boarding and Training Center, LLC

Class Policies and Guidelines

Please review the following before attending your first class. If you feel you or your dog may be an exception to any of the following, PLEASE notify us in advance of the first class. So that classes are enjoyable and fair for everyone, the following policies and procedures are designed to be followed by all.

CLASS FEES

- Pre-registration and payment secures your space in the class. In cases where class is available at two different times, until the roster is full, your registration and payment should secure the desired class time.
- If you cancel 72 hours before your class is scheduled to start, you will receive a 100% refund.
- If you cancel within less than a 72 hour notice, refunds will be determined on a case by case basis. You will have the option of transferring to the next available class.

CLASS REGULATIONS

- **All dogs attending obedience classes, regardless of instructor, are required to be current on Rabies, DHLPP and Bordetella (kennel cough) vaccinations. Verification of these vaccinations beforehand is requested. If they have not been received by Lucky Dog prior to start of class, they are required the first night.** If you don't have copies, we will make them for our records the first night of class. **Dogs without adequate vaccinations on record with Lucky Dog will not be allowed to participate in class.** There are exceptions based on the age and health concerns of your dog – please contact us prior to class if you have an exception.
- The owner/handler is responsible for **ALL** actions and behaviors of the dog in and around the Lucky Dog complex/grounds.
- **Dogs must be leashed at all times before and after class.**
- Please be respectful of other dogs and handlers. **Do not let your dog randomly greet or bark uncontrollably at other dogs. Maintain and be respectful of other dog and handler space.**
- You are welcome to arrive prior to class and effectively give your dog the chance to eliminate outside. The dog relief area is along the front fence. A waste bag container, rake and scoop and two plastic bins are located along the fence line to aid you with pick up and disposal of solid waste. **Please do not place solid waste in the trash bin inside the entry way.**
- Safety of our trainers, students and other dogs is our main concern.
- All instructors have the right at any time, to ask any dog/handler team to remove their dog from class if the dog is not under control, may be a danger to themselves or others, seems ill or injured, or is disruptive to the class. Refunds will be made on an individual basis in such cases.
- In an effort to keep a positive learning experience, we will work to correct the problem.
- Returning to class is dependent on the handler regaining control of the dog.
- If you are having a problem, please notify your trainer immediately – whether it is your dog or someone else's.

- No smoking inside the building, or within 10 feet of the front entrance. Cigarette stubs may be placed in the waste bins along the fence, or in receptacles outside when they are available.

HANDLERS

- Your family should be involved with the training of your dog. Classes are generally set up for Adult Comprehension. Children must be 12 years or older to be permitted to attend without adult supervision by someone not in class. Children under 12 and/or other family members not handling the dog in class must remain in the seating area and remain out of the retail area unless supervised by an adult.
- If you wish your child to handle the dog, **they must be physically capable of controlling the dog and have instructor approval.**
- If they are under 12 years old, please contact us *prior* to the start of class to discuss if it would be possible for them to train the dog in class. Youth Classes may be an option, check with Lucky Dog for availability.
- **Regardless of age, only one (1) handler is permitted on the training floor per dog during class.**
- All dogs must be leashed at all times unless directed by your instructor.
- Please wear appropriate footwear. **No open toed shoes, sandals or flip flops permitted for your safety.**

TRAINING EQUIPMENT

- A six (6) foot leash (leather or nylon is recommended) and flat buckle collar are required for the first night of class.
- No Flexi/retractable leashes or chain leashes may be used in class.
- Harnesses may be used by small dogs or dogs with neck problem, but are not generally recommended for training purposes.
- Training collars and options will be discussed with the class.
- Positive re-enforcement may be a part of the training process in your class. Treats are acceptable and you may bring your own or purchase from the retail area prior to class.