



TRAINING SERVICES AGREEMENT

At Paw in Hand we think of our relationship with our clients and dogs as partners. Each has a role to fulfill to ensure a good partnership; with communication between each party being critical. Nowhere is this more evident than in training: dog-dog, dog-human or human-human.

To ensure we maintain a high standard of care for all dog's visiting Paw In Hand please note the following:

- Availability is limited in all of our training services to ensure the best learning experience for each dog and handler. Different training offerings have different prerequisites depending on the purpose of the class.
- In some cases we may refer you to another trainer depending on the specific needs or behavioural challenges of you and your dog.

REGISTRATION

The following forms must be submitted and reviewed by Paw in Hand before considering registration:

- Training Services Registration Form

Group Classes.

- Payment must be received in full before registration is confirmed.
- Classes are filled on a first-come-first-served basis dependent on your dog meeting the prerequisites for the class.

Private Training.

- Payment required at time of booking.
- Sessions are scheduled at a time and location agreeable to both parties. Weekdays, evenings and weekends available.

TERMS FOR ALL SERVICES

See our website for up to date rates. Rates may change without notice.

- Payment by cash, cheque (payable to Paw in Hand), Interac e-transfer.
- All rates are subject to applicable taxes unless otherwise noted.
- NSF cheques will be subject a \$30 fee.
- Payments overdue will be subject to \$30 fee to cover administrative costs. Any outstanding payment after 30 days will be charged a monthly 2% fee.
- All services are non-transferrable between people or dogs.

Cancellations. Our cancellation policy helps us keep our high standards of individual attention. Cancellations of less than one week's notice prior to the start of the class will not be refunded.

- Cancellations of two week's or more notice prior to start of class may be refunded if we can fill your spot. We will try our best to fill your space. An administration fee of \$30 may be charged.
- In the case of any cancellation on the part of Paw in Hand, the instructor will attempt to contact all clients scheduled for the affected classes by phone and/or email. Payment will be refunded in full.
- Missed classes are forfeited. Make up classes are not available. Our classes are kept small for optimum learning experience for both you and your dog.
- Circumstances may be considered on an individual basis.

DOG REQUIREMENTS

To ensure the safety of your dog and others in Paw In Hand activities, please ensure your dog meets the requirements below. Every dog is an individual and behaviours are always changing. As caregivers we will do our best to supervise, intervene and direct as needed to help ensure appropriate behaviour.

Behaviour and Training





Group Class

- Age of dog at start of class to be 20 weeks or more for regular classes and 16 weeks or less for puppy class.
- Female dogs may not participate during their heat cycle or the period shortly before or after.
- 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 program.
- Dogs that are fearful, unfriendly or overly unruly may not be suitable for certain class situations. If you are unsure of your dog's behaviour please consult with us before registering.
- Dogs coming, participating and going from class are to be on a leash at all times unless otherwise instructed.
- Only dogs enrolled in training are permitted in the training area.

Private Training

- Dog requirements are considered on an individual basis for private training sessions.

Health and Vaccinations

- Current vaccinations required as per your veterinarian's advice. This may include rabies, DHPP and/or Bordetella (kennel cough). They must be received at least one week before the first day of scheduled service. A parasite control program to be in place. Copy of health certificate may be required.
- Titer tests and a waiver of responsibility may be accepted in lieu of vaccinations if accompanied by a signed letter from a veterinarian.
- Owners to notify Paw in Hand in advance if their dog is showing any signs of illness (vomiting, diarrhea, lethargy, infection, etc.) Dog should be seen by a veterinarian and is not allowed in class until cleared.
- If a dog is injured, ill, contagious, unwell or otherwise unable to attend the owner is encouraged to audit class.
- Dogs that come to class with excessive odor, fleas, ticks or other parasites will be excused.

Equipment: collars, harnesses, leashes, etc.

- Collars are to be well-fitted, secure, quick release buckle type. Corrective training equipment such as choke, slip, prong, electric or shock collars are not permitted when coming or going from training class or on training class grounds/center.
- Harnesses are encouraged. Recommendations on type will be provided if requested.
- Leashes to be flat, plain leather, web or similar material. Length of 6 foot is recommended. Retractable leads are not suitable for a class situation.
- Identification tags including valid dog license and owner information are encouraged.

GENERAL GUIDELINES FOR OWNERS

- Dogs are not to meet with one another, even while on leash, on training center property unless a specific training scenario in class. Not all dogs feel comfortable in such situations.
- One handler is to be present per dog in each class. If two dogs from the same household are enrolled in class, another handler over the age of 16 must be present.
- All dog waste is to be picked up, removed from the area and area sanitized by dog's owner.
- Group classes provide general instruction on training and socialization. Instructors are available to briefly answer additional questions before/after class. Anything that falls outside the scope of the class curriculum may need to be addressed in a private lesson.
- Positive reinforcement, no force, dog and human friendly methods only to be used in all our training programs. The following will not be tolerated:
 - **Harsh Tones.** No intimidation, yelling, aggressive or loud tones.
 - **Physical Enforcement or Corrections.** No physical force to control a dog's behavior or movements. This includes such things as pulling on a taut leash, pushing a dog into a position or finger jabs, grabbing, rolling a dog onto its back, or pinching.
 - **Leash Corrections.** No popping, jerking, checking or snapping of the leash.





- **Startle Corrections.** No shaking cans, squirting water or making loud noises that startle dogs or are considered fear-based corrections.

Children. There are certain expectations of dogs in our classes as well as children who are part of their home dynamic and we need to ensure the safety of both dogs and children during training sessions.

- Parents are responsible for their children at all times and are responsible for ensuring compliance with instructions.
- An adult who is not handling a dog must accompany children under the age of 6.
- An adult must accompany youth under the age of 18.
- Occasionally, a child may be asked to sit out of training. This may be for the safety or comfort of dogs in the room or for the safety of the child. Reasons include, but are not limited to:
 - Loud, erratic or otherwise disruptive behaviour on the part of the child
 - The presence in class of a dog who is unaccustomed to children

Partners with your dog – side by side and Paw in Hand!

