



Pawsitive Experience
1289 NW Promontory Dr.
Bend, OR 97701
541-318-8459
trainingdogs123@bendbroadband.com

Class Policies and Prices

Enrollment

Enrollment is accomplished by submittal of a completed class registration form, proof of vaccinations, and payment of the \$ 95 tuition fee. Once your completed registration and payment is received, your enrollment will be confirmed by telephone or email. Please read our cancellation and refund policies before registering for a class. If you provide an email address we will send you instructions about what to bring to your first class. Please review this before your first class.

Vaccinations

Proof of Vaccinations is required for all dogs. Enclose a copy of vaccination records with your registration form and payment to complete your class registration. If necessary, you may bring proof of vaccinations to your first class, but we'd rather take care of this in advance so as not to take away from class time. **Under no circumstances will you be allowed to participate in class without proper proof of vaccinations.** Vaccination requirements are as follows:

- **DHPP/DAP.** Adult dogs must have current DHPP/DAP vaccinations. If you have a puppy that has not completed the DHPP/DAP series, we require at least two rounds of DHPP/DAP vaccinations be completed.
- **Rabies.** Current Rabies vaccinations are required for all dogs over 6 months of age.
- **Bordatella.** All dogs are required to have Bordatella vaccinations within the last six months.
- **You must present proof of vaccination before or at the beginning of the first class session in order to participate.**

Pricing

Unless otherwise specified, tuition for all classes is \$ 95, which includes five 70-minute sessions. There are no other fees for materials or equipment, though optional books and training aides are available for purchase. Payment in full must be made in advance of the first class session.

Cancellations and Refunds

In the event that a student drops out of a class for any reason, full refunds will be provided if we are notified at least five days before the first class session. If a student drops out for any reason and we are notified between five days before the date of the first session, and the date of the third session, we will issue the student a 50% credit toward a future class. We regret that no refund can be provided for any reason after the date of the third session. Check refunds will be sent by mail.

Though we have never cancelled a class, we reserve the right to cancel an offering if the minimum enrollment for a class is not met or because of illness or injury or other unforeseen circumstance. If we must cancel a class, we will provide you a full refund if the cancellation occurs before the date of the third class session, and a 50% credit toward a future class if the class is cancelled after this date.

Attendance

If you miss a session, please contact the trainer to discuss what was covered. Our classes are taught as a series, so make-ups are difficult, and should be avoided if at all possible. We will try to get you into another section of same class if one is available, or we will try to give you a little one-on-one coaching to get you caught up.

What to Bring to Your First Class

- 6 ft heavy nylon or leather leash
- Regular collar. Training harnesses such as Martingale or Sensible harnesses are fine (and available to demo and purchase at class). We don't recommend or use pinch collars or other aversive collars in class except in special circumstances.
- Poop bags to keep the area clean.
- A hungry dog with a variety of lots of his/her favorite treats in a bait bag or ziplock.
- Proof of vaccinations, if this has not been provided with your registration forms.
- Intermediate and Advanced classes require a 15 or 20 ft. long line leash as well.

Children In Class

We are happy to have other family members and children who are 6 years of age and older attend our classes. In order to make it a fun and safe experience for everyone in the class, please review our guidelines:

- Children must remain under parental control at all times. Please refrain from running and yelling in the classroom.
- Please explain to your children that not all dogs are friendly or comfortable around children, so they should not approach or pet the other dogs in class.

- If your child wants to meet another dog, please obtain the owner's permission, and only during non-instructional times.
- Children can get bored during class, so please feel free to bring quiet toys or activities to keep them entertained.

We work hard to accommodate and improve the behavior of our canine students. However, we reserve the right to refuse any dog that displays behavior that may be dangerous or overly disruptive to the other participants in class. If the trainer determines that it is in everyone's best interest to seek a private trainer, Pawsitive Experience can provide private training at additional cost or recommend other trainers.