



# *Blue Ribbon Canine Centre*

## *Policies for Group Classes*

*Registration in a Blue Ribbon class implies the understanding and acceptance of the following policies. If any are unclear, please feel free to email us and ask for clarification.*

- Classes are filled on a first-come, first-served basis and pre-registration with full payment is required to reserve a space in any class.
- You will receive a confirmation by email within 24 hours of your registration.
- If a class is marked as "FULL" on the website, please ask to be put on the waiting list and you will be notified should a spot become available.
- No refunds or credits will be given less than 7 days prior to the start of the session or after the beginning of classes.
- Cancellations or transfers to a future session requested earlier than 7 days before the start date of the session will incur a \$25 administration fee.

### **Who can come to class? Who can train the dog?**

*We welcome all members of the household to come observe, ask questions and practice the homework. However, only **one handler** may work with the dog in class and it must be **the same handler** during the full training session. We are training you; you are training your dog.*

*If you continue your training to the next Companion level, another member of the household may handle the dog in class during that session. Young children are welcome to observe if they can sit calmly and not disturb the class.*

*\*If two handlers have trained in two different sessions of Companion Classes (Puppy, Rookie or Pro), either or both may handle the dog in the sports classes, subject to your instructor's approval.*

### **What if I have to miss a class?**

*Each of the classes in a training session is given once per week. Class attendance is the responsibility of the handler. Blue Ribbon classes are never cancelled for statutory or religious holidays and make-up classes are not available. Should you have to miss a class, you will forfeit that lesson. All homework and handouts will be emailed to you. Should your dog be sick, you are welcome to come observe the class without your dog. No dogs, other than those registered in the class, are allowed in the building.*

### **What if a dog is very disruptive?**

*Group classes are not suitable for dogs with any of the following issues: snarling, snapping, lunging or excessive barking or whining. Should your dog display any of these behaviours, or be otherwise overly disruptive to the group, your trainer may refuse him entry in future classes. You will be welcome to return and observe the balance of the course without your dog. No refund or credit will be issued.*

### **Can a child handle the dog in class?**

*While children may be old enough to learn, we feel that they are too young to teach. We have a required age of 18 years for participation in the classes. This will make it easier for your dog to learn the basic skills. A child may come observe the class and can practice at home under the supervision of an adult.*