

Dog Training Class Policy

Registration and Enrolment:

- Prior registration and enrolment are required for all dog training classes.
- Registration may be completed online, over the phone, or in person.
- Enrolment is on a first-come, first-served basis, and class sizes may be limited to ensure individualised attention.

Class Schedule and Duration:

- Classes will be held on specified dates and times as outlined in the class schedule when booking.
- Each class session typically lasts for an hour.
- Any changes to the class schedule will be communicated to enrolled participants in advance.
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Participant Requirements:

- Dogs participating in training classes must be up to date on vaccinations as per our vaccination policy.
- Dogs must be in good health and free from contagious illnesses.
- Handlers must be 18 years or older.

Class Attendance and Punctuality:

- Regular attendance is crucial for the effectiveness of the training program.
- Participants are expected to arrive on time for each class session.
- If a participant is unable to attend a class, they should notify the instructor in advance.
- Children are welcome to attend but must be aware of the risks involved and be supervised by an adult. You are solely responsible for your child.

Training Equipment and Attire:

- Participants should bring their own training equipment, such as a leash, collar, and treats.
- Comfortable attire suitable for physical activity is recommended for handlers.
- The classes are outside, so outdoor weather-appropriate clothing is required.

Behavioural Expectations:

- All participants are expected to conduct themselves in a respectful and courteous manner towards the instructor and fellow participants.
- You must follow all instructions given by the instructor, failure to do so could make the class an unsafe environment or may prohibit your dogs learning.

- Dogs must be kept under control at all times and should not disrupt the class environment.
- If your dog is not suited to a class environment, you will be asked to leave for the welfare of your dog.

Training Techniques and Methods:

- Our training methods emphasise positive reinforcement and reward-based techniques.
- Harsh or punitive training methods are strictly prohibited.
- Participants are encouraged to ask questions and seek clarification from the instructor regarding training techniques.
- No slip leads, choakers, head halters or other punishment tools are allowed in class.
- Flexi (retractable) leads are also not suitable for the class environment.

Safety and Liability:

- Participants are responsible for the behaviour and actions of their dogs during training classes.
- Our facility is equipped with safety measures to minimise risks, but participants should exercise caution and follow safety guidelines.
- Participants agree to hold Plenty Paws harmless from any liability for injuries or damages incurred during training sessions.

Payment and Refund Policy:

- Payment for training classes is due at the time of registration.
- Refunds may be provided in accordance with our refund policy, as outlined in our Terms and Conditions.

Cancellation Policy:

- Participants should provide advance notice if they need to cancel their enrolment in a training class.
- Cancellations made within a specified timeframe (14 days) may be eligible for a refund or credit towards future classes.

Review and Revision:

- This policy is subject to periodic review and may be revised as necessary to ensure alignment with our business practices and industry standards.

By adhering to these policies, we aim to create a positive and productive learning environment for both dogs and their handlers in our training classes.