

# Cancellation, Refund and other Info for Metro Dog Classes

## What to Bring:

We recommend a snug fitting flat collar, martingale or a harness.

You will need a 6' leash made from leather or cloth (no chain or flexi /retractable leashes).

We use lots of rewards when teaching something new.

Rewards can be many things and it is good to be prepared with:

Several types of yummy treats

(soft, moist treats like boiled chicken or natural balance rolls and kibble mixed in works best)

a toy that is large enough for you to hold on to while playing with your dog,

and enthusiasm.

We recommend using a treat pouch (bait bag). It will make it easier to deliver and secure the goodies and leaves your hands free.

Your dog's opinion is the only one that matters. If he doesn't like the treat, toy, etc then it isn't a reward.

**Vaccines:** Any dog who is not already a Metro Dog client for daycare or boarding must provide proof of vaccination for Rabies & DHP.

**If your dog appears sick,** consult your veterinarian to see if s/he should attend class. You may attend the class without your dog. For the health of all the dogs at Metro Dog, if the instructor or staff of Metro Dog observe signs of coughing, excessive mucus or other signs of illness we will ask you to leave.

## When you arrive:

**Parking:** Metro Dog has very limited parking in our lot. We encourage you to find parking on the street.

**Entering the Building:** We have lots of dogs coming and going in our lobby. The classroom is at the rear of the lobby through the grey double doors. Please go directly to the classroom to keep the chaos in the lobby to a minimum.

**Please come to class on time.** Coming in late disrupts the other dogs. If you are late, we ask that you wait outside the gate, listening and observing until ushered in.

**Refunds and Exchanges:** Your payment secures your spot in a class. We confirm your enrollment by phone or email **3 days prior to the start of class.** There are **no refunds** after this. We do not allow dogs to join the class after the second week. Depending on the circumstances we can offer an exchange for a different class or a credit towards other services at Metro Dog.

If there are not enough dogs enrolled, the class will be postponed or cancelled. We will contact you to let you know at least 2 days prior to the first class. Refunds are available for classes we change or cancel.