



- A full refund may be given for classes if notice is received at least 72 hours before the first class is scheduled to start.
- Make-up classes are not typically available. Please let the Dog Training Staff know at the time of registration if you plan on missing a class. In the event that you must cancel with short notice, please call us at 704-494-7719.
- If you believe your dog is sick, or has had surgery in the last 7 days, please do not attend class. You are encouraged to come to class without your dog to see what was covered that day. We hope your pup feels better soon!
- Dogs in heat are not allowed in class as it may be a distraction to other dogs. You are encouraged to come to class without your dog to see what was covered that day.
- The Dog Training Staff reserves the right to remove any dog from the training class who shows signs of aggression towards other dogs or people. Private lessons may be provided in place of group lessons under certain circumstances. Refunds are up to the discretion of the Dog Training Staff.
- In the case of extreme weather (heavy rain, thunderstorm, snow, and otherwise undesired outdoor conditions), classes may be pushed back by one week. The Humane Society of Charlotte and the Dog Training Staff reserve the right to determine when to postpone classes due to weather. In the event that a class is cancelled, you will be notified through email and phone, so please provide us with a good number to reach you.
- **Regarding Private Dog Training and Puppy Power:**
  - Participants are permitted to cancel or reschedule their lesson up to 48 hours before the scheduled start time. Cancellations with less than 48 hours notice, as well as no-shows, will forfeit the lesson and no refund will be provided.
  - Participants who purchased a package of three private lessons are required to schedule and attend all lessons within 90 days of purchasing.

*I understand that I will be participating in activities presented by the Humane Society of Charlotte and in the course of such activities may have direct contact with domestic animals. I understand that physical activity carries the risk of harm and injury. I understand that in handling and being in the presence of animals there does exist a risk of injury including physical harm caused by the animals. I agree that on behalf of myself, my child(ren), my heirs, family members, personal representatives and executors, we assume the risk of the activities and I release, discharge, indemnify, and hold harmless the Humane Society of Charlotte, its agents, employees, officers, and directors, from any and all claims, causes of action, or demands, if any, in connection with the same, based on damages or injuries which may be incurred or sustained by me in any way connected with said participation in activities presented by the Humane Society of Charlotte.*