



## Dog Training Policies and Procedures

- A full refund or transfer of credit to another class may be given if notice is received at least 72 hours before the first class is scheduled to start.
- If you arrive more than 10 minutes late to your lesson without prior notice, your lesson will be forfeited, and no refund will be issued.
- 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 a training class if the dog shows signs of aggression toward other dogs or people, or if the dog or participant exhibits unsafe or disruptive behavior. Refunds are up to the discretion of the Dog Training Staff.
- In the case of extreme weather or 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 Lessons:***

- 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.
- In order to ensure a focused and effective training experience, we only allow one dog per private training session. This approach is designed to provide individualized attention to each dog.

For questions regarding any of the above policies, please email [training@humanecharlotte.org](mailto:training@humanecharlotte.org).