

## FAQs:

- **What kind of training method do you use?**

We use methods recommended by the American Veterinary Society of Animal Behavior, work force-free and without coercion or pain.

We use rewards to motivate your dog to learn and try new things or to replace undesired behavior with more appropriate behavior. In cases of emotional distress, we use desensitization and counter conditioning methods.

We work with your dog and not against them and we will NEVER threaten or hurt your dog.
- **Are your trainers certified?**

Our trainers are all internationally certified or currently working towards that certification. We are all educated in learning theory and required to pursue continuing education.
- **Can I bring my partner or child to class?**

Yes. Up to 2 people can come to the class together. Children have to be 7yrs old for Puppy Plus, 15yrs old for Chill!, and 10yrs old for all other classes.
- **When do I have to pay?**

Payment is due online or over the phone at sign up.
- **Can I pay in person?**

In-person payment must be discussed and agreed upon at sign up.
- **What happens if my plans change, and I need to cancel or reschedule?**

Classes and private sessions can be cancelled or rescheduled (once). Rescheduling of classes requires 72hr notice, private sessions require 24hrs notice. After that no refund or credits will be given. A timely voicemail or email is sufficient as notice.
- **What happens if I must miss a session of my class?**

Please send an email or voicemail if you must miss a session. You will still receive the homework for the session by email and the instructor will help catch you up (within reason) “on the go” during the following session. It is possible to miss a session and still be successful in the class. Make-up sessions are not possible.
- **What equipment do I need?**

Your dog will need to wear a flat buckle or martingale collar or a well-fitting harness. Leashes must be non-retractable and no longer than 6 feet. Handlers will need a treat pouch and a large amount of very small (pea sized) treats. Items that are meant to hurt or “correct” the dog are not permitted.

- **What vet records do I need?**

We require rabies vaccinations in ALL dogs starting at 6months of age, and vaccinations against or titers for distemper, adenovirus, parvovirus, parainfluenza as age appropriate and noted by your vet. We also require a fecal exam with negative result for parasites as noted current by your vet.
- **My dog has an intestinal parasite, but I was hoping to start training. Can I still come?**

Please check the Policies and Requirements for a detailed list of parasites or contact the training center to discuss which parasite your dog has and what our policies are for that specific parasite.
- **What happens if I cannot get vet records to you by the beginning of class?**

Vet records are required for your dog to come to the center. If you feel you are unable to provide them in time, we strongly advise that you schedule a later class/session with us. Please note we require 24hrs notice for rescheduling. Alternatively, you can come without your dog.
- **What happens if the weather turns bad?**

In cases of severe winter weather, Cold Nose Companions will cancel class for the day and notify all participants. The session will be caught up – usually in the following week and the class will run one week longer.
- **Can the dogs socialize during class?**

Except for playtime during Puppy Plus, off leash play is not permitted. If both handlers agree, dogs may come in contact with each other for an initial greeting of 3 seconds. If the initial greeting goes well, dogs can be allowed to interact. If one dog tries to hide or pull away, the greeting must be stopped.
- **What happens if my dog is fearful or distracted or very loud during class?**

Please discuss with your instructor. There are many things we can do to help.
- **My dog has a disability. Can you still help?**

Yes. We welcome dogs with disabilities into our classes. In rare cases you may be better served with a private lesson instead, so please mention your dog's needs at sign up.