



Policies and Requirements

The following conditions for Registration and Participation apply. By signing up for one of our classes or events, you agree to the following policies:

Requirement for training participants:

- Up to two persons per dog are welcome to attend class. Participants must be at least 7 years old for Puppy Plus, at least 15 years old for Chill! for Reactive Dogs, and at least 10 years for all other classes. Participants under 16yrs in any class must be accompanied by an adult. If other arrangements are necessary, please email us in advance at info@coldnosecompanions.com so we may discuss.
- Participants must be able to handle and restrain their dogs safely or must bring an assistant who will do so for them.
- Private sessions can be attended with several family members. Children may accompany adults at the guardians' discretion. Children must be supervised and under the care of a responsible adult at all times while attending sessions. It will be helpful to have an additional adult present to assist with young children.
- Cold Nose Companions is not liable for injury to participants by the dog or any equipment in the training center. Therefore, if supervision of children is difficult, it will be safest for them to stay home.

Payments and Refunds:

- Payment for classes must be made online at the time of registration. Arrangements for exceptions must be discussed in advance in person, by phone, or email. If you are unable to pay online, please contact us at (855) 286 3647 or info@coldnosecompanions.com.
- Payment for private sessions must be made at the time of registration. If in person payment is required, it needs to be discussed at the time of scheduling.
- Cold Nose Companions must be notified of withdrawals from class or the need to switch classes *at least 72 hours in advance*. Requests for refunds will not be granted if made less than 72 hours in advance. Classes may not be switched on or after the start date of the class.
- Cold Nose Companions must be notified of cancellations of private sessions at least 24 hours in advance. Requests for refunds will not be granted if made less than 24 hours in advance.
- Direct communication with staff is not necessary to cancel. Cancellations and withdrawal notices can be sent by email to info@coldnosecompanions.com or by leaving a message at (855) 286 3647.



- In case of urgent medical reasons notice has to be given by voicemail or email before the start of class or other event even if it is less than 24hours. Requests for refund without advance notice will be declined.

Missed sessions of group classes and events:

- Please pay close attention to the class schedule before signing up. Although, most of the sessions will be in consecutive weeks, occasionally, classes have skip days due to holidays, events, or instructor's need. In those cases classes will span more weeks than the number of sessions.
- Participants are responsible for their timely and regular attendance. No refunds/credits are given for missed sessions. If a session is missed, the participant will still receive the homework for the session by email and the instructor will help catch the participant up (within reason) "on the go" during the following session. It is possible to miss a session and still be successful in the class. We appreciate notification in advance if a session will be missed.
- In the event a session or event is cancelled due to severe weather or other unforeseen circumstance, Cold Nose Companions will reschedule. In the winter months skip weeks are built into the schedule to allow the delay of a session due to weather. In the event of a session cancellation, participants will be notified within hours that day via email and/or phone call, the class will then run one week longer than appears on the schedule.
- Registration fees are 100% refundable if Cold Nose Companions cancels the class or event entirely.

Responsibilities of handlers:

- All dogs must wear non-painful, comfortable, well-fitting, escape-proof collars and/or harnesses and be attached to a non-retractable leash at all times. Leashes are not to exceed 6' in length. Leashes must remain attached to the owner unless the leash is secured to the floor restraints in the training room. Detachment of the dog from the handler's leash or dropping of the leash can only be permitted by the instructor.
- "Corrective" collars such as choke chains, prong collars, or shock collars are not permitted in the training center.
- Handlers must come equipped with a large number of small, high-value treats in a training pouch that can be worn on the handlers body. Plastic bags such as Ziplock bags and pockets are not recommended to hold treats. If handlers run out of treats or come without, training treats may be purchased at the center.
- Participants are expected to arrive on time but *no more* than 15 minutes before the beginning of class. Late arrivals once class starts are very disruptive to all participants and should be avoided.



- Some dogs may struggle with other dogs or people at close distance. Handlers are asked to respect others' space and never approach without invitation.
- Cold Nose Companions reserves the right to remove participants from a class or events and discontinue a private session for several reasons. Amongst others, reasons include concerns for the well-being of participant's dog or concerns for the safety of other dogs or people in the class due to actions or non-actions of the participant or participant's dog
 - Disrespectful or rude behavior towards other class participants and instructors
 - Irresponsible behavior on the handler's part and neglecting to follow safety directions of the instructor
 - Inappropriate treatment of a dog by their handler including but not limited to hitting, choking, kicking, pinching, yelling at, applying "leash corrections", or otherwise willfully causing *any* pain or discomfort to the dog
 - Failure to provide medical documentation as listed below

Assessment and conditions for removal of the handler and dog are at the sole discretion of the course instructor and/or ownership of Cold Nose Companions.

Refund requests for the above-mentioned reasons will not be granted.

Suitability of classes:

- In rare cases Cold Nose Companions may ask you and your dog to come in for an evaluation prior to starting a group class. There is no charge for this evaluation, scheduled during normal operating hours. However, evaluations are not common.
- Even after several sessions of a class the instructor may recommend to place participants in a class that may be more suitable to the dog's behavior and temperament or schedule private sessions rather than continuing class. The class fee prorated for sessions already taken may be credited towards the new class or sessions.
- A dog barking, being restless, or lacking focus is not unusual in class - especially in the first couple of sessions - and is not a reason to remove participants from class. If you feel you or your dog are struggling, please discuss with your course instructor. There are many things we can do to help you be successful in class. We cannot help if you don't address us. Therefore, if you chose not to participate in class anymore without discussing with your instructor, requests for refunds will be declined.

Medical requirements for dogs:

- Dogs must appear free of disease and healthy to participate in training. Dogs showing any symptoms of disease including but not limited to diarrhea,



- listlessness, acute limping, sudden increase in itchiness, vomiting (except vomiting due to car sickness), sudden refusal to eat meals at home, acute signs of pain, and sudden unexplained change in behavior, are not permitted to come to the training center.
- We welcome dogs with physical disabilities (e.g. deafness or missing limbs) into our classes. However, please inform us of such disabilities so that we can make accommodations as needed.
 - Rabies vaccination is mandatory for all dogs over six months of age participating in any training with us. Expiration dates will be accepted as provided by the veterinary office. Exceptions can only be made when a note from a veterinarian can be provided explaining why a rabies vaccine cannot be given. Since rabies vaccination is required by county law in all counties we serve, rabies titers will *not* be accepted.
 - Dogs participating in group classes are required to be current on age-appropriate vaccination for distemper, adenovirus, parvovirus, parainfluenza. These vaccines are commonly given as a combination vaccine abbreviated DAPP-L or DHLPP or similar. Expiration dates will be accepted as noted by the veterinary office. Cold Nose Companions will accept alternatives to regular vaccinations such as vet certified titers only with current veterinary documentation.
 - Vaccine requirements may be waived due to health concerns. A note by the dog's veterinarian will be required in place of the vaccination records.
 - A current fecal exam for intestinal parasites is required for all dogs visiting the training center. Regular deworming or keeping the dog on heartworm prevention does not replace the exam. Fecal exams usually don't require a vet appointment. You should be able to drop off a sample at your veterinary office and get results within 1-2 days. Please plan accordingly.
 - In the case of positive results for intestinal parasites the following rules apply for dogs to be able to visit the training center:
 - Coccidia: Completed treatment and rechecked with negative result.
 - Whipworms: Completed treatment and rechecked with negative result.
 - Giardia: Completed treatment and must be symptom free.
 - Hookworms/Roundworms: Received first dose of treatment and continuing treatment as prescribed by vet.
 - Tapeworms: Must be treated and free of fleas.
 - Eimeria (not a parasite of dogs but can be found in stool): No restrictions.
 - We strongly recommend vaccination against kennel cough (Bordetella) as well. However, this vaccination is not obligatory.
 - All required medical documentation – including the negative results of the fecal exam – need to be submitted by the beginning of class. Please plan accordingly. Failure to produce medical documentation *will* lead to exclusion of the dog from class until records can be updated. Human participants are welcome to attend



the class by themselves if that comes to be. No refunds will be issued for lack of medical documentation and subsequent exclusion of the dog.

Acknowledgement

Cold Nose Companions/My Good Dog, LLC will endeavor to create as safe an environment as possible for the training of my dog and will endeavor to offer only sound, safe, and responsible training and training instructions. However, I recognize that Cold Nose Companions/My Good Dog, LLC is not responsible for any unintentional errors, omissions, or incorrect assertions. I understand that the recommendation of any other product or service is not a guarantee of my satisfaction with that product or service. Further, I am and will remain responsible for the actions of my dog at all times. I hereby agree to abide by the rules and policies of Cold Nose Companions/My Good Dog, LLC training classes as set forth in this document. I understand that attendance of dog training classes is not without risk to me, members of my family, guests who may attend, or to my dog. In consideration of the acceptance of my application for training membership in this training class, I hereby agree to indemnify and hold harmless Cold Nose Companions/My Good Dog, LLC, its officers, directors, instructors, agents, employees and/or representatives of any and all claims, or claims by any member of my family, or accompanying guests of mine of injury, expense, costs or damages to myself, my dog or any handler sponsored by me both in class and out of class. In addition, I agree that I will defend and indemnify Cold Nose Companions/My Good Dog, LLC for any injury, expense, costs or damages to any dog handlers or dogs, whether sponsored by me or not, or to third parties arising out of my own actions or the actions of my dog. I have read the above-stated provisions, and by signing up for class, session, or event agree to accept those responsibilities.