

TRAINING CLASS POLICIES

CANCELATIONS

If a class is canceled due to inclement weather or instructor illness, we will make every effort to contact participants at least one and a half hours prior to the class's start time. You will receive an email and/or a phone call or text message with cancellation information from either your instructor or a member of the management staff. In the case of a canceled class, another class will be added to the session on a day and time to be determined by the instructor.

VACCINATION REQUIREMENTS

All dogs must be current on the following vaccinations at least three days prior to the first class (protective titers are also accepted):

- Rabies: for all dogs ages 16 weeks and older, updated annually or every three years (per your veterinarian's recommendation)
- Distemper/Parvo: updated annually or every three years (per your veterinarian's recommendation); puppies must have had at least two sets administered prior to class and by 16 weeks of age
- Bordetella: updated every six months or annually (per your veterinarian's recommendation)

You or your veterinarian must provide proof of current vaccinations or protective titers on or before your pet's first training class.

Please send your veterinary records by email to our Education and Training Administrator at gbirdnecklace@richmondspca.org, by fax to 804-521-0540, or you may deliver printed copies to our humane center's front desk. Please mark them to the attention of Gail Bird Necklace.

Vaccination waivers from your veterinarian should be sent by email to afritz@richmondspca.org or be faxed to 804-521-0540. Please mark them to the attention of Alisha Fritz.

All waivers must be approved by our veterinarian and management staff.

CHILDREN & GUESTS

Everyone who lives with the dog is welcome and encouraged to attend classes! Children under 18 years of age should be accompanied by a parent or guardian. Other spectators are usually welcome, but please check with your instructor before bringing guests.

CLEANLINESS

Thank you for picking up after your pet. Outdoors, we have several dog potty stations. Please dispose of all dog waste in the bins provided. Indoors, please bag dog waste and take it outside for disposal following class. If a dog poops or pees inside, please disinfect the area with the cleaning supplies provided in the training area. Trash and torn-up toys may be disposed of in the trash cans in each training space.

DISMISALS

We do not expect dogs to have perfect behavior. Improving dog behavior is the purpose of attending training classes! However, it is very important for everyone's safety that guardians maintain control of their dogs at all times. If you are not able to maintain control of your dog during class, our staff will work with you to find a more appropriate class. Please carefully review the prerequisites for each class when choosing which one(s) to attend.

EQUIPMENT

All dogs should attend class wearing a collar such as a flat, buckle or martingale collar. If you need extra control of your dog, harnesses and head halters may also be used where appropriate. Some classes require and some instructors recommend special equipment, which will be explained during the first week of class.

FEES

Training class fees are per dog. Each dog must come with his or her person. Fees for "with dog" workshops are per dog. Fees for "without dog" workshops are per family.

REFUNDS

Registrations that are canceled seven or more days before the start of class will be refunded in full. We are not in a position to refund registrations that are cancelled with fewer than seven days' advance notice or offer credits toward future sessions for missed classes.

SAFETY

We ask that dogs be kept on leash at all times, except when told otherwise by an instructor. When outdoors, please maintain at least 10 feet between your dog and other people and pets. Indoors, maintain at least 6 feet of distance between your dog and other class participants. Dogs will be encouraged to meet in the Puppy and Surviving Adolescence classes; however, they won't meet in other classes.

Both children and adults should not approach, interact with or pet unfamiliar dogs without the pet guardian's permission.

TARDINESS AND ABSENCES

We ask that everyone arrive on time for class, as we cannot guarantee that if you are late to class your instructor will be able to catch you up during class time. If you are late to a class for any reason, we ask that you please join in with the rest of the class when you arrive. Make-up classes may be offered for an additional fee at the discretion of the individual instructor; however, there is no guarantee your instructor will be able to schedule such a makeup. We are not in a position to offer refunds for missed classes.