



Pet Training Policies

Revised: 12/2018

All of our training classes are taught with force free training methods that are backed by science. These methods are based on knowledge of animal learning theory to truly help your pet understand and want to cooperate with you.

In order to participate in training classes, all dogs must be current on the required medical services **before** attending classes. Proof of performed medical services will be required at time of Registration.

If you received vaccinations or testing from a clinic other than Chester Animal Clinic we ask that you have it sent (via email or fax) to West Chester Pet Resort. If you've had services updated after we receive your pet's history, you may bring proof of them to class with you. We will make every effort to ensure you are aware of any services that are overdue prior to registration for the class, however it will be your responsibility to get the services updated and ensure that we receive an updated vaccine/medical services history from your Veterinarian. If an updated services history is not received your pet will not be able to participate in the Class.

Due to our force free methodology, the following items are PROHIBITED from classes:

Choke Chains • Prong Collars • Shock Collars/"Remote Trainers" • Bark Control Devices

Retractable Leashes • Chain Leashes • Spray Bottles • Other Aversive tools

If you feel any of these tools are helpful to your training, our trainer will happily recommend a safer and more effective alternative without the negative side effects.

Please bring your pet on a standard nylon or leather leash.

Feel free to bring treats or toys you wish to use in your training sessions. *Please do not bring long lasting treats.* You want to be able to give training rewards *quickly*.

We require that at least one person attend classes for each dog (excluding drop-off sessions). For instance, if you enrolled two dogs into a class, at least two people need to attend with those dogs. *The trainer will not be able to hold your dog for you during training exercises.* We encourage families to participate together in the training education and process. We do ask that small children be left at home and at least one of the adults involved in the Class be 18 years of age or older.

CANCELLATION POLICY: All Private Training appointments must be cancelled at least 12 hours in advance or you will be responsible for 50% of your session's cost. For in-home visits, you must cancel at least 24 hours in advance or you will be responsible for 50% of your session's cost. If you cancel less than two hours before your scheduled appointment, you will be responsible for the full session price. Group Classes are only refundable up to the start time of your third scheduled class.

As a courtesy to our guests, we ask that if your pet has been vomiting, hacking, coughing, sneezing, lethargic, experiencing diarrhea, or are just not themselves that you keep them at home. We want to minimize our guests exposure to sick pets. We want to ensure we are caring for healthy pets and not spreading any potential infections or illnesses. If they are sick they need to be seen by their doctor and kept in the comfort of their own home.

►► WE REQUIRE PROOF OF CURRENT VACCINES ADMINISTERED BY A VETERINARIAN ONLY ◀◀

Vaccines required for dogs are: 1 and/or 3 year Rabies, 1 and/or 3 year DHPP-C (includes Distemper and Parvo), 1 year Canine Influenza Vaccines (H3N2 and H3N8), every six months Infectious Tracheobronchitis vaccine, a *negative* fecal exam, and a negative heartworm test annually

Vaccines required for INDOOR cats are: 1 and/or 3 year Rabies, 1 year FVRCP-C, and a *negative* fecal exam as well as proof of a negative FELV/FIV test anytime in their lifetime

Vaccines required for INDOOR/OUTDOOR cats are: 1 and/or 3 year Rabies, 1 year FVRCP-C, 1 year Feline Leukemia Vaccine, an annual FELV/FIV test, and every six months a negative fecal exam

For the safety of our younger participants (puppies) we require that they have received at least 2 DHPP-C and 2 Infectious Tracheobronchitis vaccines as well as a negative fecal, Canine Influenza and Rabies vaccines must be performed no later than 20 weeks.