

# COURSE POLICIES

Welcome! We look forward to working with you and your dog! Please take a moment to review our policies; these support safety and a positive learning experience for all. If you have questions, please contact us before registering for a class.



[www.goldstardog.com](http://www.goldstardog.com)

- **Required vaccinations/health-related policies:**

- Dogs/puppies must have been in the owner's household for 10 days prior to the first class with dogs.
- Puppies over 14 weeks must have rabies vaccination. All dogs must have distemper/parvo vaccination (puppies must be started on the vaccination series). Clear documentation must be provided.
- Dogs/puppies must be healthy and free of all internal/external parasites/contagious conditions.
- If your dog/puppy is not well (e.g., sneezing, coughing, diarrhea), attend class without your dog/puppy.
- For any questions related to health, we may require a veterinarian's note that the dog is able to attend class.

- **Safety**

- It is imperative that the person bringing the dog to class be physically able to hold onto the dog and keep the dog a safe distance from other dog/people.
- Handlers under the age of 15 are considered on a case-by-case basis; please contact instructor before registration to discuss.
- Dogs must always be on-leash in and around the classroom/building.
- We cannot accept wild canine crosses or hybrids (e.g., wolf-hybrids).
- Some dogs have needs that group classes are not designed to meet. Dogs exhibiting certain levels of aggression, reactivity, fear, anxiety, and/or stress, as well as dogs that are overly disruptive (e.g., excessive barking, lunging), and/or dogs that pose a potential risk to other dogs/people may not be permitted to attend class. Determinations are at the sole discretion of the instructor. We cannot offer a refund in these instances; participants are encouraged to attend class without the dog in order to receive all training materials and instructor support. Questions about a dog's suitability for a class must be directed to the instructor at least 7 days prior to the first class.

- **Cancellations, Registration, and Refunds**

*Gold Star Dog Training works with local Recreation Departments to offer classes. Recreation Dept. policies supersede all policies below. Please contact us if you have any questions.*

- Payment methods and registration policies are determined by the Recreation Dept. offering the course.
- If the instructor or Recreation Dept. cancels a course, a full refund will be issued.
- If a week's class is cancelled by the instructor or Recreation Dept., we will try to offer a make-up class. If a make-up class is not possible, or if the make-up class occurs when the participant is not able to attend, a refund for that week's class will be offered. (Exception: weather-related cancellations.)
- We cannot offer refunds or credits (partial or full) once a class begins (some Recreation Departments may require more notice). This also applies if a dog is determined to be unsuitable for class (see above).
- If you need to withdraw from a course due to injury, illness, or other extenuating circumstance, please contact us; we will do our best to work with you. In some cases, partial credit may be possible.
- Partial refunds and/or credits are only considered for the number of classes remaining AFTER the participant has given notice of needing to withdraw from a course. Administrative and/or materials fees may be deducted from refunds/credits.

- **Other**

- **Supplies/equipment/permitted training collars:** You will need a 6' leash (no retractable leashes); regular collar (your dog should be acclimated to wearing collar/leash before the class); favorite toy or two; and favorite treats (pea-sized, soft, high-value treats). We may ask you to purchase additional equipment for safety or training reasons (e.g., EasyWalk, Freedom harness). We do not permit the use of prong/pinch collars, choke chains (or their variations), or e-collars/shock collars. If the course involves the use of any other supplies (such as a blanket, mat, or chair), your instructor will advise of this at the first night of class.
- **Children/additional guests in class:** Guests are allowed to observe class upon instructor approval. Some classes/programs may not be able to accommodate children or extra guests. Young children must be accompanied by an adult who is not training the dog in class. The instructor reserves the right to enforce any limitation, and to do so at any point during the course.

## Student Information Form

Handler's name: \_\_\_\_\_

Occupation(s): \_\_\_\_\_

Home phone: \_\_\_\_\_ Cell phone: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Name of additional family member attending class with you: \_\_\_\_\_ Older than 15?: **Y** **N**

Relationship to handler: \_\_\_\_\_

Dog's name: \_\_\_\_\_ Dog's sex: **M** **F** Neutered or spayed? **Y** **N**

Breed or predominant mix: \_\_\_\_\_ Dog's age as of the first class: \_\_\_\_\_

How long have you had your /dog? \_\_\_\_\_

Where did you get your dog? \_\_\_\_\_

Why did you get your dog?

\_\_\_\_\_  
\_\_\_\_\_

What do you like about your dog?

\_\_\_\_\_  
\_\_\_\_\_

Are there any problems you want to work on with your dog?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What are your goals for you and your dog during this class?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What is your experience with dog training?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



What training equipment or approaches do you use (or have you tried in the past) with your dog?

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Has your dog ever growled at, bitten, barked threateningly at, been fearful of, or seemed uncomfortable with: *(Check all that apply)?*

☐ Other dogs      ☐ Any person      ☐ You or a family member      ☐ Unfamiliar settings

☐ Other: \_\_\_\_\_

If so, please describe:

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Do you have any concerns about being able to safely control your dog in class?

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Is there anything you'd like your instructor to know about you or your dog (Please include any accommodations you may need, or learning challenge you may have)?

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Where did you hear about this class (please be specific)?

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Do you have interest in doing therapy dog work (taking your dog to visit people in nursing homes, schools, etc.) with your dog?

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### WAIVER

I understand that attendance in a dog obedience training class, puppy workshop, private training sessions, consults or other events (hereafter referred to as "a Gold Star Event") is not without some risk, and that despite all dogs appearing healthy, and being handled with the greatest amount of care and foresight, dogs are not always predictable and the unexpected may occur.

I hereby assume any and all risks that would customarily and ordinarily occur by my participation in dog handling, dog movement or activities on site. In consideration for my acceptance and participation in a Gold Star Event, I hereby waive and release Gold Star Dog Training LLC, its owners, employees, independent contractors, volunteers, and agents (hereafter referred to as "Gold Star *et. al.*") from any and all liability of any nature, for any injury or damage which I or my dog may suffer, including specifically, but without limitation, any injury or damage caused by the action of any dog or any dog handler.

I hereby agree to indemnify and hold harmless Gold Star *et. al.* from any and all claims or claims by any member of my family or any other person accompanying me to a Gold Star Event, as a result of any action by any dog, including my own, or as a result of any action by any dog handler.

I hereby agree to indemnify and hold harmless Gold Star *et. al.* from all liability for any loss, damage or injury to persons, animals or property arising from or related to my dog.

I also understand the potential health risk in exposing a young puppy, without complete disease immunity, to other dogs. I release Gold Star Dog *et. al.* from any liability relating to this.

I understand that it is my responsibility to keep my dog current on vaccinations, but I recognize that dogs may still be susceptible to various diseases in spite of the vaccinations.

\_\_\_\_\_  
Date: \_\_\_\_\_  
Signature of Owner or Authorized Agent (in case of a minor, a parent or guardian must sign)

\_\_\_\_\_  
Printed Name of Owner

\_\_\_\_\_  
Street City State ZIP

*Occasionally, we take photos/short videos of dogs/people in class for use in social media, on our website, and other promotional and/or educational materials. May we use these images?*

- ☐ Yes
- ☐ No
- ☐ Conditionally: \_\_\_\_\_