



Orientation

The important yet boring stuff to know so you can get to the fun stuff

The Orientation will cover:

Rules for the building.

Getting started

Payment Options

Booking

Classes and Services.

Things you will need in classes.

Cancellation and Refund Policy.

Rules for the building

- ▶ Please pick up after your dogs. There is a small metal trash can next to the flower bed in front of Listen Here where you can dispose of any poop bags.
- ▶ If you need a poop bag, we have extra. Don't abandon the turds! They get sad when they are not with their friends in the metal can! And the guys that cut the grass are not fond of land mines.
- ▶ The potty area is the grassy area in front by the sidewalk.
- ▶ Do Not let your dogs urinate on the building and preferably not on the plants in the flower beds in front of Listen Here, A Dog's Dream, or Burger Planet.
- ▶ Please keep your dogs on leash unless instructed to do otherwise.

Get Started

Create a Profile

- ▶ Hit the SIGN IN button on the website to create a profile.
- ▶ You will need to remember your username and password to access your profile from here on out.
- ▶ Once you enter your information, you will need to enter your dog's information.
- ▶ Please poke around to familiarize yourself with your portal.
- ▶ In your portal, you can email us, upload your dog's vaccination records, check your bookings and history, register for classes, access your report cards (for private sessions only), and attach a credit card.

Liability Waiver and Orientation

- ▶ You will be prompted to read through and “sign” electronically the Liability Waiver.
- ▶ The registration system will prompt you to read the Orientation once you register for a class or private session.
- ▶ Please send us an email through your portal to let us know that you've read the Orientation. Put “Orientation,” in the subject line.

Payment Options

- ▶ We accept most major credit cards, cash, check, and PayPal. Credit cards are preferred.
- ▶ We will take payments for group classes: Pre-school, Puppy Kindergarten, Basic Manners 1 & 2, one week prior to the start date.
- ▶ Private sessions will be charged a \$50 deposit three days before the scheduled session.

BOOK NOW

- ▶ On the left hand side of your portal is the BOOK NOW button. Choose it, c'mon do it!
- ▶ For group classes, select NEW GROUP CLASS RESERVATIONS.
- ▶ For Private Sessions, select NEW PRIVATE TRAINING RESERVATIONS.
- ▶ You may have to scroll down to find the class you want.
- ▶ Classes will be organized by the closest upcoming start date for that category.
- ▶ You will be unable to reserve your spot in a group class if it's full, or a private session time slot if it's already taken
- ▶ Once you make your class selection, don't forget to scroll down the pop up date list to hit SAVE.

Group Classes

- ▶ Pre-school
- ▶ Puppy Kindergarten
- ▶ Basic Manners 1
- ▶ Basic Manners 2
- ▶ Tune Up Classes
- ▶ Nose Work

These classes have a maximum occupancy of 6 dog and handler teams.

- ▶ Reactive Dog Group Class

This class has a maximum occupancy of 4 dog and handler teams.

Private Sessions

- ▶ First Time Private Session Students are required to register for the 90 minute FIRST SESSION. You will be able to schedule your sessions when you reserve your session. We will get to know you and your dog, we'll talk about what brings you here, what your goals and aspirations are for you and your dog, and we'll come up with a personalized training plan.
- ▶ Once you have completed the FIRST SESSION, you can continue with 60 minute private sessions either CONTINUING STUDENT 1, 2, and 4 session packages. You will be able to pick your date and time slots when you book the sessions.
- ▶ CONTINUING STUDENT 2 and 4- session packages must be used in 6 weeks, this includes rescheduling.

When you get here

- ▶ Give your dog's a chance to potty out in the potty area.
- ▶ Dispose of your poop bags in the small metal trash can.
- ▶ We have two doors, don't use the one with the DO NOT ENTER sign, that's the exit for the training area.
- ▶ Check in with the instructor. If a class is still in session, we have several chairs in the waiting area for you and your dog. It shouldn't be long.
- ▶ If you have a reactive dog, leave your dog in the car and then come in to check in.
- ▶ Do Not allow your dogs to interact with other dogs in the waiting area, please observe a 4-5 foot buffer zone.
- ▶ Do Not enter the training area until the instructor gives you permission.
- ▶ Restrooms are at the back of the waiting area.

You're going to need to bring stuff

- ▶ Your dog, duh of course!
- ▶ 4-6 foot leash, please no bungee leashes, chain leashes, or retractable leashes.
- ▶ A flat collar
- ▶ If you use training collars, bring that too. They are not banned here, but if you are on the fence about using one, let's hold off on that to start.
- ▶ Treats of medium to high value to your dog. Lots of them. Then bring more. You will use lots of treats. If you're worried about overfeeding, use your dog's kibble and add something greasy/stinky to your bag to saturate the kibble.
- ▶ Something to carry your treats in like a treat pouch, fanny pack (they're cheap at the thrift store), or apron with pockets.
- ▶ Patience and a good sense of humor!
- ▶ Beer, ha! Just kidding.

Cancellation and Refund Policy

- ▶ Full refunds will be offered if Listen Here cancels a class with no option for rescheduling or substitutions.
- ▶ To be eligible for a full refund on payments for group classes you must notify Listen Here Dog Training by email of your cancellation 7 days before the start date of the class. You are eligible for a partial refund (half) for less than 7 days notice.
- ▶ Once a class starts, NO REFUNDS WILL BE ISSUED.
- ▶ To be eligible for a full refund of the deposit for private sessions, cancellations must be made by email 3 days before the scheduled session. If you do not show up for the scheduled session, you will be charged in full.
- ▶ No refunds will be given for Prepaid packages of class passes (available for Tune Up classes only) once they have begun to be used.
- ▶ Cancellations of a reservation in a Tune Up Class need to be made 48 hours before the scheduled class. No shows and less than 48 hours notice will result in a charge for the class or the loss of a prepaid pass.

Thanks for reading all this boring stuff!

Please log into your portal and send us an email with ORIENTATION in the subject line to let us know that you've read it!