

## CUSTOMER INFORMATION SHEET

Your dog's vaccinations MUST BE up-to-date for the safety of your dog and the other's attending. All vaccinations must be given at least 10 days prior to attending the class to ensure proper immunization. Please send a PDF copy of your dog's vaccination certificates to [cwcanineconsulting@gmail.com](mailto:cwcanineconsulting@gmail.com).

### **REQUIRED**

Rabies

DHPP (Distemper, Hepatitis, Parvo, Para influenza),  
Bordetella (Kennel Cough) – Strongly recommended

### **EQUIPMENT RECOMMENDED**

All equipment needed for training will be discussed in the first class. Please NO retractable leashes or prong collars. You will receive 10% off all required equipment (collar, leashes, backpack and muzzle) at the store. If your dog is aggressive a muzzle will be required.

### **FOR YOUR PROTECTION**

Leave valuables at home or locked in your car. We will not always be in the same area and not responsible for anything that goes missing.

### **DRESS FOR THE WEATHER & CLASS LOCATION**

Classes do involve some outside training so come prepared for the outdoor training. We recommend shoes with good support. Example: running shoes and hiking boots. Please do not wear open toe footwear. Our training location in the store is upstairs with no wheelchair access. Contact Christine if this is a problem for you or your dog.

### **CANCELLATION POLICY**

If you have to cancel for any reason, we require 2 weeks' notice in order for you to receive a 50% store credit towards the next class. No store credit will be issued for cancellations with less than two weeks notice.

### **MISSING CLASSES**

If for any reason you miss a class, classes **CANNOT** be made up at a later date and **NO** refund or store credit will be issued.

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calming chaos one paw at a time!

