



## Good Conduct

(updated Oct 19th, 2024)

The rules are designed to ensure that everyone can train, practice, and play in a safe, enjoyable, and friendly environment. By registering for any activity with TailWaggers, whether it's a group session, private lesson, use of the training hall, or another service you agree to adhere to the Good Conduct outlined below;

- **Give all dogs their space, whether they are reactive or not.** Some dogs (and handlers) require more room than others. Always ask the handler's permission before allowing your dog to approach another. There will be ample opportunity to socialize in a controlled manner, using the 1-2-3 break rule.
- **'Reactive' dogs will be considered on a case-by-case basis, prioritizing the safety of everyone involved.** Please indicate on the registration form if your dog is not friendly with other dogs or humans. Failure to disclose this information may result in being asked to leave.
- **Antisocial behaviour** on the part of the handler (or any other person in attendance), is considered to be any disruptive or hostile behaviour towards a member or volunteer of TailWaggersK9Sport community, including instructors, clients and or dogs. In these cases the person may be requested to leave the premises immediately - no refunds will be given.

Antisocial behaviour is deemed to include; physical aggression, threats of violence, or assault, vandalism, graffiti, criminal damage, verbal abuse, intimidation, racial or homophobic incidents, using, selling, or carrying illegal drugs or the smoking or carrying of marijuana, drunkenness, bullying or insulting a person or group.

Please note it is with regret that these statements have been added.

- **Unfortunately, we do not accommodate female dogs in heat.** If your dog is in heat, you will be asked to leave. Please address any concerns regarding your dog's season before booking. Should a puppy experience its first heat during an enrolled class, we will provide a voucher for the remainder of the course.
- **A fixed-length lead up to 6 feet is required.** If you only have a retractable lead, inform us before taking your dog out of the car; we have leashes available to lend. This ensures the safety and control of your pet during the visit.
- **Dogs are welcome with a harness, but please also bring a flat buckle collar (no prong, choke, halite, slip/bungee lead, or E-collars).** If you require these for handling purposes or use a fixed martingale, please discuss this with us in advance.
- **The well-being of our customers and trainers, both human and K9, is our top priority.** If an instructor determines that a **K9 is stressed or poses a risk to others**, the handler will be notified, and a suitable path forward will be agreed upon. This may sometimes result in the handler and K9 being unable to complete the workshop.
- **Occasionally, it may be necessary to cancel an event.** In such cases, you will be offered an alternative date, a gift voucher, or a full refund—whichever you prefer!

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- **As your dog's representative, you bear full responsibility for their behaviour.** For instance, if your dog has poor or no recall, it is crucial and your responsibility to inform the instructor before letting your pet off the leash, (our instructors are amazing but not miracle workers).
- **For the safety of all, children aged 5 years to 18 years of age are permitted to attend group classes, providing another adult accompanies the child.** Children over 12 years are permitted if actively involved in the dog training, a double leash method is employed with a responsible adult holding one of the leashes. Children under 5 years of age are not permitted.
- **Your dog is assumed to be fit, healthy and injury-free at the time of the event. If your dog falls ill or gets injured after registration, it is your responsibility to inform TailWaggersK9Sport.** Should an instructor observe any limping or other signs of physical injury, they may request that the dog be removed from the class.
- **Feel free to video your own pup, but please refrain from recording the entire workshop or training session.** Our instructors invest time in personalizing each session and hold ownership of the content.
- **Photographs taken throughout TailWaggersK9Sport events by TailWaggersK9Sport may be used by TailWaggersK9Sport for advertising.**
- **Due to a significant increase in booking modification requests, we have updated our policy:** a \$20 administration fee will now apply to all changes, including rebooking, transferring, and swapping. This fee applies to trial bookings.
- **Dogs that have recently been spayed or neutered must wait one week from the date of surgery before attending class, regardless of a vet's certificate or recommendation.** Please note that many vets may recommend a longer recovery period. Always consult with your vet first.
- **Vaccinations cover Rabies, Leptospirosis, Parvovirus, and Bordetella and must be up to date (Titres is accepted).**
- **Dogs must be on a leash when entering or leaving the facility.** Ensure your dog is leashed before exiting the vehicle.

### ***Cancellations/Refunds***

- Please consider your **time commitment** before registering for a class or other event.
- **Refunds:** By enrolling in a class you are reserving a spot in a group class or other event. If your dog is unable to attend due to illness or injury you will **receive a 50% discount towards a future class**. Once the course has started, we regret we will not be able to refund you.
- If your dog is **exhibiting behaviour** that is not suited to a group class we will consider offering a discount towards private sessions (note: typically this will be to 50% of the remaining dollar value. This is not applicable to workshops). The instructor has the ability to advise you to remove your dog.
- **Private sessions cancelled within 24 hours** of class will be rescheduled or refunded at 50%. Repeat request to reschedule will result in cancellation of sessions with no refund
- Trial specific rules may apply, please see trial **Premium List**

***All other circumstances are subject to the discretion of***

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## **TailWaggersK9Sport.**

### **Rentals**

- **All dogs using the gym facility must present a valid vaccination certificate from a veterinarian**, including puppies who have completed their second round of shots and annual vaccinations. This includes Bordetella. This includes guests.
- **Dogs must be on a leash when entering or leaving the facility.** Ensure your dog is leashed before exiting the vehicle - even if you are the only renter (it easy for a dog to chase wildlife onto the road).
- **To minimize the risk of injury**, a familiarization session may be necessary for the use of specialized equipment example, Fitpaws, agility equipment etc
- **Scent detection containers can be provided.** Please do not bring any oils (scents) onto the site. If you need containers, they will be pre-loaded for you with Wintergreen, Pine, or Thyme scents. This policy applies to all facilities. No scent training is allowed in the areas a week before a trial.
- **Maximum numbers:** Fred's Dog Gym 2 handlers and 2 dogs. Howie's Hall 3 handlers and 4 dogs, Phyliss's Paddock 2 handlers and 3 dogs. Dogs in the training areas should be crated or tied, when not working.
- **Please bring a change of shoes to use within the indoor facilities.**
- **Private tuition or classes not organized by TailWaggersK9Sport cannot conducted** in the facility without the express permission of TailWaggersK9Sport staff.
- **A camera system will be operational during use of the training facilities for security.**

***The information provided above is subject to change, update, or amendment. Please refer to the date below for reference. If you have any concerns or questions, feel free to contact us.***

