



## Welcome to Noble Beast's one-of-a-kind Group Day Training/Daycare Program!

To ensure the best experience with this unique program, we've outlined a few key policies that will help make yours and your pup's time with us as smooth and seamless as possible. Please take the time to read this document thoroughly. You will be required to initial each section, then sign and date upon completion, confirming you have a solid understanding of these important policies.

Your cooperation and understanding on these matters help us to run a quality program with efficiency and is much appreciated!

\_\_\_\_ **COMMUNICATION IS VITAL** – The Scheduling Team, Trainers, and Champagne Room Guardians will mostly communicate through email, but sometimes via phone., Any and all communication you get from us matters, so **please be sure to WHITE LIST our email addresses** and return our calls if you receive a message from us. As well, please be sure to communicate with us about any questions, concerns, schedule changes, or even to simply share a moment! We want nothing more than to make working with us a positive experience so  
**COMMUNICATION IS VITAL!**

\_\_\_\_ **PACKAGE PAYMENTS MUST BE MADE 24 HOURS IN ADVANCE OF ANY SCHEDULED DAY!** Although we are diligent in scheduling, due to the high volume of pups we schedule, fairness to all clients, and to avoid confusion and/or mistakes on our end or on your Trainers or Dog Guardians end, we are not able to process last-minute scheduling requests that come in within 24 hours of a pups scheduled day.

\_\_\_\_ **24 HOUR NOTICE IS NEEDED FOR ANY BOARDING REQUESTS!** This is to ensure that we have room for your pup, as well as get them on the schedule and ensure your pups schedule is accurate for the Trainers and Dog Guardians who are responsible for your pup's activities for the day. Please submit boarding requests to [Scheduling@NobleBeastDogTraining.com](mailto:Scheduling@NobleBeastDogTraining.com) / 303-500-7988

\_\_\_\_ **24 HOUR NOTICE IS REQUIRED FOR ANY CANCELATIONS!** To avoid being charged for the day, please communicate any cancellation requests to [Scheduling@NobleBeastDogTraining.com](mailto:Scheduling@NobleBeastDogTraining.com) / 303-500-7988, **with a minimum of 24 hours' notice.** The exception to the rule would be if there is a human/dog illness/emergency or dangerous road conditions due to weather. Please note that it may take us up to 24 to 48 hours to respond, but so long as the email time stamp or phone call was made outside the 24-hour window then you will not be penalized.

\_\_\_\_ **DON'T LOOSE YOUR PUPS SPOT IN OUR PROGRAM!** We do have an extensive reminder system to ensure your get first dibs on renewing your pups spot in our program. Lack of response to our final attempt to reach you (via email or phone) will result in the removal of your pup from our program. Because this is a social program, the attendance of your dog is vital to the success of the other dogs in the class, so we need to keep the classes full. **Life happens**, so if you need a bit of time or need to hold off renewing for a short amount of time – no worries, just communicate your needs and we are happy to work with you!

\_\_\_\_ **2-DOG CANCELATION RULE FOR GROUP DAY TRAINING!** Please note, as a social program it is extremely important for all dogs to be in attendance, especially since we will cancel a class with only two dogs scheduled for the day. This does not happen often, and there are of course exceptions to the rule, but it is important that your pup gets the most out of this program and with only two dogs in class, there is only so much social skills we can work on!

\_\_\_\_ **MONTHLY TRAINER CANCELTION DUE TO SCHEDULED TIME OFF!** Please be sure to keep an eye on your email from the 25<sup>th</sup> to the last day of the month, which is when you will receive email notification about any cancelations that may affect your pups schedule. You will receive the email from your trainer, and confirmation of receipt is REQUIRED. Dogs that arrive and whose trainer is on vacation will not be accommodated unless prior arrangement has been made.

\_\_\_\_ **OUR DAYCARE & DAY TRAINING PROGRAMS ARE NOT A DROP-IN SERVICE!** Our Group Day Training program allows for only 6 dogs per day, and the Champagne Room follows state regulation surrounding dog/person ratios. If you are unable to make your scheduled day, and have informed us with 24-hour notice, then your session will automatically be rescheduled for the next consecutive day on your pup's package. We are not able to accommodate day switches to make up for an absence on any given day.

\_\_\_\_ **DOGS WHO ATTEND HALF DAYS AT THE CHAMPAGNE ROOM!** Due to state regulations, we must have a certain number of Dog Guardians attending the dogs, based on the number of dogs in attendance. Because of this, we have to be very strict on scheduling. **Dogs who attend half days at the Champagne Room and whose trainer has a vacation cannot be scheduled for full days unless there is an existing full day package and we have scheduled your dog for a full day prior to drop off.** Feel free to reach out in regards to a full day package for these types of days, but unless that package is in place, we will not be able to accommodate a full day if you arrive and are unaware your trainer was scheduled for a vacation day.

\_\_\_\_ **DROP OFF AND PICK UP TIMES OR NOT FLEXIBLE!** This is due to our scheduled activities with the dogs and commitment to their success in our program. Please read the drop off and pick up times in the Welcome Letter carefully, as we are unable to make exceptions to these scheduled times – unless there is an emergency. If you don't feel you will be able to meet our timelines on any given day, we are happy to remove your dog from the schedule and extend your package accordingly.

\_\_\_\_ **SAFETY & WELLBEING IS PARAMOUNT!** Dogs are individuals who go through life changes, often get sick, may have challenges with certain personalities and/or environments, and sometimes just need breaks or to move in a different direction – THIS IS NORMAL! Because of this, **we reserve the right to asses a dog's eligibility for boarding, daycare, and/or Day Training at any time and may place restrictions on a dog's attendance to ensure the safety/wellness of your pup, other dogs, and/or our staff and clientele.** We must always do what is right for all involved all the time, but please know that we will always put your pup's wellbeing first and foremost, even if this means having them taking a break from services and working at home for a little while. and promise to make decisions in the best interest of your pup.

\_\_\_\_ **VET CLEARANCE LETTERS!** Some illnesses or medical conditions will require a note of veterinary clearance before your pup is able to return to class

\_\_\_\_ **BE INVOLVED!** Our trainers want to help you and your pup, so please be sure to keep the lines of communication open with your trainer and/or Champagne Room Team. This will promote success in your pup's attendance with us as we will all be on the same page, keeping you informed on your pup's successes and challenges, which leads to being able to quickly and effectively identify potential setbacks, as well as really reward those good behaviors and choices as a team!

Thank you so much for your consideration and support on these matters, and again, welcome to the Group Day Training/Daycare program! If you have any further questions, please feel free to reach out and one of our scheduling team members will be happy to assist you. You can reach us at 303-500-7988 or [Scheduling@NobleBeastDogTraining.com](mailto:Scheduling@NobleBeastDogTraining.com)