



Napa Humane Education Center Agreement

Health-Related Policies

Vaccinations

- Proof of current vaccinations, as detailed below, is needed for class attendance. These can be entered on your Book Your Pet Profile when you register for class, scanned and emailed to dogtraining@napahumane.org, or brought to the first class.
- Dogs between 8 weeks and 16 weeks must be at least 7 days past their first round of DH2PP (Parvo/Distemper) vaccine to attend puppy classes. Bordetella vaccine is strongly recommended as soon as your puppy is old enough for the vaccine.
- Dogs over 16 weeks old must be fully vaccinated against Distemper, Parvo and Rabies.
- Bordetella vaccine is strongly recommended. For added protection, we recommend vaccinating all dogs against Canine Flu: Canine Influenza Virus H3N2/H3N8 (CIV).
- Vaccines offer protection 7-10 days after administration, although 14 days (about 2 weeks) is best. Please plan accordingly to keep your dog and the other students in class safe and healthy.

Our Vaccine Policy aligns with the [American Veterinary Society of Animal Behavior's \(AVSAB\) Position Statement](#) on this topic: "In general, puppies can start puppy socialization classes as early as 7-8 weeks of age. Puppies should receive a minimum of one set of distemper/parvo vaccines at least 7 days prior to the first class and a first de-worming. They should be kept up to date throughout the class."

Spay/Neuter Policy

Dogs do not have to be "fixed" (altered, spayed, neutered) to attend classes. If your female dog is intact (not spayed) it is strongly recommended that she not attend classes while actively bleeding. Should she attend class, she would need to be kept in a separate, but adjacent space and may be asked to leave if the rest of the students are disrupted. Please alert the trainer that your dog is in heat before you arrive for class so that they may prepare adequately.

Sickness

Please do not bring your dog to class if your dog has been coughing, vomiting or had diarrhea within 24 hours of class. While dogs in class will not be interacting, they do interact within the same space and can transmit germs through objects within the classroom. We ask that you please keep your dog at home until the symptoms have resolved. Please contact your class trainer to inform them of your planned absence and check in before the next class. Even though your dog cannot attend class while sick, you are still welcome to sit in on the class to hear the lesson and accept the homework.

If you are unable to attend the remaining classes in your session due to your dog's illness, please review the cancellation, credit and refund policy below.

Injury or Recovery

While injuries and medical restrictions are rarely known in advance, we understand that they do happen. If your dog has scheduled surgery that will cause them to miss more than two of the class dates, we recommend choosing another class to register for. If your dog has been assigned “modified rest” by their veterinarian, we recommend skipping classes that would involve a lot of exercise. If your dog is physically able to return to class but needs their activities to be moderated and monitored, inform your trainer of their recommended limitations and their injury. Your trainer will recommend modifications to the class activities to accommodate them. If your dog is allowed to exercise with some minor modifications, please alert your trainer as soon as possible. If your dog needs complete rest and/or plans to *miss more than two classes*, we recommend removing yourself from the class. According to the cancellation and refund/credit policy detailed below, you may be eligible for credit or partial refund based on the number of classes you have attended already.

Behavior Policies and Expectations

Dogs must be kept on leash during class. Repeatedly arriving at class without your dog leashed, or failing to manage your dog on while on property may cause removal from the class.

Dogs whose behavior causes an increased risk of injury, or who make other students feel unsafe may be removed from the class or asked to move into another training space.

Napa Humane advocates for training that is painless and without fear, force or provocation. We understand that some families may choose to use collars that cinch, poke, shock or vibrate; however, we will not promote the use of such tools. If dogs arrive in “training collars” that use pain as a means of motivation or behavior suppression, the owners will be asked to place their dog on a regular collar for the remainder of class. We understand that families can only do their best with the supplies and information they have, and that they do not intend to hurt their animals; this is precisely why we work to provide education, rather than judgement.

We ask that dogs arrive wearing a collar (with tags) and/or a harness. We recommend dogs wear harnesses to protect their necks from injury. Flat collars and martingale collars are recommended.

We ask that all dogs arrive on a leash that is no longer than 6 feet, and no shorter than 4 feet. Flexible or extendable leashes are not acceptable for class.

If your dog has an incident or injury – or causes incident or injury to another dog or person – we may ask your dog to leave class for the day. Dismissal from class is at the discretion of the trainer, and may be appropriate to give your dog a break, as well as to discuss whether your dog should complete class. Dismissal from class does not mean the dog is dismissed from the following classes – the trainer will confirm this with the owner before the next class.

Student Expectations:

All dogs are to be kept on leash, and at a safe distance from other dogs. Dogs are not allowed to be off leash in the parking lot and must always follow the Napa City leash ordinance.

There are four parking spaces labeled for J and K suites, which are reserved for Napa Humane students. There are two more parking spaces labeled C for Napa Humane students. Once these spaces are filled, please seek parking outside of the Kellebrew building parking lot. We ask that you park in public spaces and not in the spaces belonging to our neighboring tenants and properties.

Puppies attending Puppy Play Sessions should be carried into the building until they are fully vaccinated. They will then wait to be placed on the floor until assigned a play pen for introduction to other puppies. Since Napa Humane cannot control the cleanliness and sanitation of the outside world, we make a huge effort to uphold sanitation indoors. Everyone handling a puppy will be asked to sanitize the bottom of their shoes upon entrance for Puppy Socials and Puppy Manners. This will help keep Puppy time safe for everyone.

Cancellation, Credit and Refund Policies

Class Cancellation – Classes may be cancelled due to lack of enrollment. If this happens, the enrolled students will be notified no later than 3 days before the scheduled class start date. Please check your email in the week before your classes start to confirm your class status.

Refund Policy – In order to qualify for a full refund, you must contact Napa Humane via email at dogtraining@napahumane.org within 3 days of the start of class. If you miss this window, you may qualify for credit for another class. See the below class credit policy. If your dog is injured or otherwise unable to attend the remaining class(es) due to health reasons, you may qualify for a 50% refund of your course; however, you'll need to notify the training team as soon as possible. If your dog has completed the first two classes, the 50% refund is not available. **We strongly recommend considering your schedule and availability before registering** and paying for classes to eliminate refund and credit challenges.

Credit Policy – Credits are available to students prior to the start of the class. Credits can be applied to future classes after the student attends the first class. If your dog attended the first class of their series but is unable to attend the remaining classes due to health or behavior reasons, you are eligible for a 75% credit of your class fees. This credit can only be redeemed through registration for another class within 90 days. Please be sure to contact the training team via email at dogtraining@napahumane.org so that they can apply your credits; registering through the website does not allow you to apply your credits to an upcoming class registration.

Class Absence Policy – If you are going to miss a class, please let the trainer know. We do not provide make-up classes, but the trainer can give you the homework you missed from the specific class.

Waivers and Acknowledgement of Liability

Napa Humane uses qualified staffing and strives to create a safe environment for instruction. Napa Humane will exercise all reasonably necessary and proper care and precautions to keep participant dogs and their people safe during training sessions in order to prevent injury to any person, canine attendee, or property. However, as dogs can be unpredictable, Napa Humane cannot protect against every potential injury, risk or accident. To provide the safest environment, we require all participants to agree to the following terms.

Carefully read and understand the following before signing your name.

I recognize that there is an inherent risk of injury or illness in any environment associated with group training classes. I also recognize that such risks include, without limitation, injuries or illness from fights, rough play, contagious diseases and/or unwanted pet pregnancies. Knowing these inherent risks and dangers, I agree that I, acting as owner or agent of the pet named

below, will comply with all safety rules, vaccination requirements, and instructions given to me by Napa Humane.

I understand that all of the dogs participating in the Napa Humane Dog Training program must be free of any infectious disease, and must be current on all appropriate vaccinations, including distemper, parvovirus and rabies. I understand that it takes up to two weeks for vaccinations to protect my dog. I also understand that all dogs enrolled in training courses must be receiving a monthly flea preventative treatment for the control of fleas.

I expressly agree that I will be held responsible for any injury, expense, costs or damages, including, but not limited to destruction of furniture, gates, walls, as well as any damage or injury inflicted upon another human or dog, arising out of my own actions or negligence, or out of the actions of my dog.

I certify that my animal is in good health. I certify that my animal has not bitten anyone in the last 10 days. I understand that Napa Humane has the right to refuse service to any animal.

By signing below, I agree to hold Napa Humane, its officers, directors, agents, employees, volunteers and contractors (collectively, "Releasees"), harmless for any pet injury, death or damage that may result from my participation in Napa Humane dog training class(es), except to the extent that the damage or injury is due to the willful misconduct of Releasees. I further agree to hold Releasees harmless and to indemnify them against all damages, costs, fees and business losses resulting from any claim I make or cause to be made against Releasees for which they are not ultimately held to be legally responsible.

By signing below, I confirm that I understand and agree to all the terms and conditions of participation in this document.

I give Napa Humane permission to photograph me and/or my pet. I also authorize the use and reproduction by Napa Humane of any and all photographs and/or videotapes Napa Humane may take of me and/or my pet, and agree that they are the sole property of Napa Humane.

I have read and understand the terms above, and I express my consent by signing below.

Name:

Pet Name:

Signature:

Date:

Este formulario también está disponible en español. Por favor, pregúntele a la recepcionista por una copia en español.