



Guidelines for Private Lesson with West Palm Dog

1. After you register for a private lesson(s), you should receive a confirmation email from West Palm Dog. Please email marti@palmbeachdogtraining.com if you do not receive this email.
2. The email will contain a Basic Intake Form attachment. Please complete the Basic Intake Form prior to the appointment.
3. Please start to feed your dog by hand at least 20 pieces of dog food or small treats daily. Say the word “Yes” just before you give your dog the food or treat.
4. Please do not feed your dog for 4-6 hours prior to the appointment, even if you believe he or she is always hungry.
5. Please supply the trainer with 30-50 small, soft, tasty training treats or pieces of meat or cheese.
6. Please have your dog on leash or securely crated when the trainer enters your home. The trainer does not need to see behaviors like jumping up or barking to help you. If you would like, you may send video prior to the appointment to marti@palmbeachdogtraining.com.
7. Your trainer may have a collar or harness available for you to purchase after your appointment, or in subsequent appointments. You will be invoiced by Marti Hohmann/West Palm Dog LLC via PayPal for this purchase.
8. Please do not give your trainer cash or checks or book subsequent appointments directly with the trainer. Please do not share a personal cell phone number with the trainer.

9. Subsequent appointments with the trainer (or another West Palm Dog trainer) must be made through <https://palmbeachdogtraining.dogbizpro.com/Public/Registration/PrivateTraining.aspx>. You may also call Marti Hohmann at 561-906-2830 or email marti@palmbeachdogtraining.com to request an appointment. Please call only if you are unable to use the online scheduling system.

10. Please be aware that trainers are available only at designated times of the week. The calendar at <https://palmbeachdogtraining.dogbizpro.com/Public/Registration/PrivateTraining.aspx> will reflect this availability. Available training time not booked 48 hours prior to the date will not remain open for scheduling. If you would like to book a lesson, please do so at least 48 hours prior to the date of your choice.

11. As of November 1, 2018, private lesson pricing is as follows:

Pay as You Go (Per Lesson) \$95

Package of 5 Lessons – 10% off \$427.50 Must be used in 3 months

Package of 10 Lessons – 15% off \$807.50 Must be used in 6 months

Package of 20 Lessons – 20% off \$1520 Must be used in 12 months

Individual lessons and packages must be prepaid. After you purchase a package, the computer scheduling software will keep track of how many lessons you have used, and the date on which lesson availability expires.

12. Kindly give 48 hours' notice if you need to reschedule or cancel. Please contact marti@palmbeachdogtraining.com or call 561-906-2830 (email is best).

13. West Palm Dog does not intervene in cases of dog aggression, thunderstorm phobia, separation anxiety, or other instances of canine behavior issues. We offer this referral if you need help with behavior issues:

Florida Veterinary Behavior Service

www.flvetbehavior.com

561-795-9398

If you have made an appointment hoping for help with these issues, we will offer you a refund within 48 hours of your request in writing to marti@palmbeachdogtraining.com.

14. West Palm Dog trainers do not use electronic (“shock”) collars. If you have made an appointment hoping for help with this type of equipment, we will offer you a refund within 48 hours of your request in writing to marti@palmbeachdogtraining.com.