



48 Colonnade Rd N
Nepean, ON K2E 7J6
www.callofthecanine.com

REGISTRATION POLICIES & PROCEDURES

REGISTRATION TERMS

- All registrations must be done [online](#).*
- Registrations will be confirmed via email only.**
- Full payment is required upfront to reserve space(s).***
- Proof of vaccination (and deworming for new puppies) is also due at the time of registration.

*All registrations (except for daycare) must be done online via our Dog Biz Pro [Client Portal](#). Please note that Call of the Canine and Ferghus & Co share the Client Portal. Call of the Canine activities and passes are identified with the letters COTC in their name. Should you require assistance, please use our Contact Us form at <https://www.callofthecanine.com/index.php/contact-us> or email us at callofthecanine@gmail.com. [Please note that replies directly to the automated email are sent to Ferghus & Co instead of Call of the Canine due to program settings.]

**All registrations will be confirmed via email only. The system will issue two (2) email messages for each online registration. The first will be issued automatically right away to confirm receipt of your registration request. The second email confirming your spot will be issued only once your payment has been received and processed.

*****Please be advised that full payment is required at the time of registration and that your class registration may be cancelled if your payment is not received within 24 hours of the QuickBooks invoice issuance in order to allow clients who are ready the benefit of receiving our services promptly.**

PAYMENT TERMS

- Payments are due in full at the time of registration.
- Payments must be made electronically by e-transfer to callofthecanine@gmail.com or by credit card or Apple Pay via QuickBooks. The QuickBooks invoice containing a "Pay Now" link will be issued shortly after registration (usually within 24 hours).
- Registrations that are not accompanied by a payment cannot be guaranteed and will not be confirmed until full payment has been received.

Should you have difficulty with registration or payment, please email callofthecanine@gmail.com for assistance.

INSURANCE OF LIABILITY WAIVER FORM

- Electronic review and signature of our newest **COTC GENERAL WAIVER OF LIABILITY** form through Dog Biz Pro is required for all of our services (except for daycare for which there is a separate waiver). The system will not allow you to register without completing this step.

Clients who were mid-class or registered for their new class prior to the COVID-19 pandemic school closure must go into their [Client Portal](#) account in order to read and sign our new waiver prior to returning to Call of the Canine. Simply log into your account, click the “Classes/FunMatches” tab, and sign up for the COTC GENERAL WAIVER OF LIABILITY. The system will prompt you to do the rest.

DOG HEALTH & PROOF OF VACCINATION

- Dogs must be healthy to come to Call of the Canine. Dogs displaying signs of physical injury or disease (e.g. limping, diarrhea, coughing, eye or nasal discharge) should not come to class and **we reserve the right to turn away an unhealthy dog for their and others' safety and well-being.**
- **Dogs who are showing signs of contagious disease (including but not limited to kennel cough or worm infestation) should visit their vet and then be kept home for 14 days, unless they have been cleared by their vet sooner.**
- Proof of **DHPP and Rabies** vaccinations or valid titer test results (and **deworming for puppies**) is required and must be emailed as a scan or clear picture to callofthecanine@gmail.com **at the time of registration (or right away for returning clients)**. Puppies must have received their first set of puppy shots and a deworming a minimum of 7 days prior to attending any Call of the Canine activity and are required to keep their puppy boosters up to date and current with proof to be emailed as received. Proof of deworming can be a picture of the medication bottle or package, a picture of the Deworming or Internal Parasites section of the puppy's health passport, or a picture of the invoice with the medication on it. Puppies do not require the Rabies vaccination until their last round of puppy shots.
- **Bordetella vaccination does not guarantee that your dog won't get kennel cough. Furthermore, dogs may show kennel cough symptoms as they shed the virus after Bordetella vaccination and should not come to Call of the Canine for 7 days after vaccination.**

CLIENT CANCELLATIONS & REFUNDS

- Client cancellations must be sent in writing via the Call of the Canine website form located at <https://callofthecanine.com/index.php/contact-us> .
- Written client cancellations will be accepted up to 7 days prior to the start of the class, workshop, or puppy playdate. A refund will be issued minus a \$25 administration fee.
- No refund will be issued after the cancellation period. Under exceptional circumstances we will be happy to discuss alternate arrangements.
- No shows for a scheduled activity/appointment will NOT be transferred/rescheduled, credited, or refunded, and NO make-up service will be offered.
- If you must cancel a class, workshop, or puppy playdate due to a medical (human or canine – does not include spay/neuter) or family emergency, we will transfer your registration to the next available activity and no administration fee will be charged. Please contact us to discuss alternate arrangements if you are unable to return. Please note that we reserve the right to request proof in writing of the nature of the emergency.

Refund policies are subject to the discretion of the management team and may vary for other services or events. Please contact us for more information.

CLIENTS ARE REQUIRED TO BRING THEIR OWN

- Clean face mask (PPE) until further notice.
- Generous supply of small nutritious dog treats.
- 6 foot non-retractable leash.
- Poop bags.
- Hand sanitizer if possible.
- Appropriate non-slip footwear (no flip flops please).
- Indoor shoes in the Winter months.

CLIENT CODE OF CONDUCT

- Please arrive 10 minutes early to ensure that you are ready to start your class at the designated time.

- Arrive with your dog on a regular 6 foot leash, no retractable (flexi) leashes please.
- Walk your dog on leash and ensure they eliminate prior to entering the building, even if they went at home.
- Pick up after your dog. This includes marking indoors.
- Unless directed otherwise by our staff, please do not allow your dog to run at, approach, and/or greet other dogs or persons as this may cause stress and/or tangled leashes.
- Do not allow your dog to play with another dog while on leash. Leashes get tangled very quickly which may be stressful for the dogs and possibly result in a fight and/or bite.
- Clients are responsible for their dog's behavior while on the Call of the Canine premises (indoors and outdoors) and must disclose any previous bite history, reactivity, or fearful behaviour at the time of registration.

STATUTORY HOLIDAYS

There are no activities on statutory holidays or long weekends. The school will also be closed for a period of time during the Christmas holiday.

SAFETY AND INCLEMENT WEATHER

Activities may be postponed on rare occasions to ensure everyone's safety on the roads or otherwise. When a class or workshop is postponed, it will be rescheduled to the following week and therefore the activity will end one week later than originally scheduled. When a puppy playdate is cancelled, the client's payment will be applied to their next puppy playdate or their pass credit will be restored to their account.

COVID-19 POLICIES & PROCEDURES

Please be advised that you are also required to review and adhere to our COVID-19 Policies & Procedures documented at <https://callofthecanine.com/> .

NON COMPLIANCE

Call of the Canine reserves the right to refuse service and ask anyone to leave the premises at any time if there is a perceived risk to the safety and/or welfare of its team, patrons, and/or canine clientele.

POLICIES & PROCEDURES UPDATES

Call of the Canine reserves the right to amend, adjust and/or change its policies at any time. The most current version of any policy is posted on our website at <https://callofthecanine.com/> and will always take precedence.