



DOG CITY
Training Center
1700 Surveyor Blvd, #114
Carrollton, TX 75024
972-418-6434

www.dogcitytrainingcenter.com
info@dogcitytrainingcenter.com

Membership Rules & Benefits

Member Benefits:

- You will have access to all open areas during working hours. There are no limits on facility usage incl. Audio Visual, Agility equipment, wireless etc. Membership is open to all (student and non-students)
- You can bring multiple dogs to DCTC for practice (single handler only)
- You will be eligible for 10% discount on future seminars hosted by DCTC as long as you are a valid member
- Discounted (10 – 25%) private sessions (minimum of 30 mins). Contact your instructor for details
- You may bring additional guests (current student or not) to DCTC for practice for \$10 per person, per hour

Membership Rules:

- DCTC will be open between 9 am and 9 pm. Monday to Saturday and from 9 am to 2 pm on Sunday. If demand warrants it, we will look into extending Sunday hours. The latest time for check-in is 45 minutes before close
- For the time being, the facility will be unavailable for **agility** use from Noon onwards on Fridays and will be **specifically** reserved for **Rally, Obedience, Dancing Dogs or other non-agility** practice
- Please contact Paula Weir (Text/Call 214-476-1701 – Text preferred) at least one hour ahead of time to let us know that you will be making use of the facility
- DCTC will keep rentals calendar updated. Please check the calendar to make sure the facility has not been rented out
- Facility Rentals will take precedence over members' use of the facility
- When multiple members want to use the facility, please be aware it will be a shared use
- No prong/choke collars are allowed inside the building and no leashes will be allowed during equipment use.
- We promote positive training methods and unsafe equipment usage or mistreatment of your dog will not be tolerated
- All members and their guests will be required to sign a waiver absolving DCTC of any liability from accidents to themselves or their dog(s)
- If we observe unsafe equipment use, we have the right to stop you
- You will need to sign in at the front desk every time you enter the building to use the facility as a member. You will need to sign in separately again, if you are taking other classes at DCTC
- You need to abide by the DCTC house rules (see reverse)
- You will need to clean up after your dog(s). Notify Paula/Staff of accidents, so we can clean under the floor mats. We will collect \$1 for every accident and donate to Patriot Paws – <http://www.patriotpaws.org> . Puppies under 6 months are excluded. Please deposit your contribution in the box in the Agility area
- We might offer discounts/promotions to all students from time to time. Membership discounts cannot be combined with other promotions, but you are free to pick the discount/promotion that makes the most sense to you

How this works:

- Membership fee is \$60 a month. If you sign up on or before June 30th, the fee is \$50 a month so long as you continue your membership. If you stop and restart your membership, prevailing rates at that time will apply.
- If you pre-pay for 12 months and pay by check/cash, you will get 2 months off your membership fee (\$100 early bird or \$120 regular)
- You can sign up on our website (Sales and Specials page) for the monthly DCTC membership. Membership will be automatically renewed every month. A minimum of three months of membership is required. You **DO NOT** need a PayPal account to sign up
- **All Membership fees are non-refundable**
- To cancel your membership, please notify us, via email, at least 7 days before your next billing cycle

DOG CITY Training Center (DCTC) policies

We want that **ALL** our visitors have an enjoyable experience. These few Policies ensure you and your dog's safety and comfort, as well as the safety and comfort of our other visitors.

- We **WELCOME** you! Please let us know you are here (especially if no one is in the office - it usually means we are around somewhere tending to something).
- An up-to-date **Rabies Certificate** for each dog is required for our records if you wish to participate. Titers are accepted in lieu of vaccinations.
- Payments for classes can be made online (http://www.dogcitytrainingcenter.com/Classes_Registration.html) or in-store using cash, check (payable to 'DCTC') or credit card. Please make all payments at the front desk.
- **SIGN-IN:** Please sign-in for each class, even if you have back-to-back classes. We keep track of how many classes/credits you have consumed and our instructors get compensated based on the sign-in sheet so it is very important to sign-in. It is recommended you first sign-in without your pet, then go back to your vehicle to take your pup for a potty and then come into class. If you are running late, then please remember to sign-in when you take a break in between class or on the way out. If you forgot to sign-in, please email or call us later or let us know when you come for a subsequent class.
- **DO ENCOURAGE** your dog to relieve himself **before** entering the facility or just before your class/training time begins. Accidents happen, especially when it is a whole new environment for your dog! WE provide bags, paper towels, clean up spray & bathrooms for you to clean up after your dog promptly. We are happy to hold onto to your dog for you at this time. Remember that by attending our classes, you are being a responsible pet owner. That responsibility extends beyond the walls of DCTC. We pride ourselves on having a clean environment. Please pick up **anything** your dog leaves on the property (indoors or outdoors); and dispose of it in the trashcans provided. Please dispose of poop accidents in the trashcan that's just outside the front door.
- Please **NO flexi leads** when in the parking lot, potty areas, and inside DCTC. A 4 or 6 foot lead is safer for all; dogs and people. **If your dog is NOT reliable off lead - DO NOT let them off lead** - unless you are working an exercise with the instructor.
- Take care when making the choice to let your dog meet another dog. It is okay, but do exercise care and caution. Dogs are still animals and can get injured, even when being playful as they still have teeth and claws. If you are unsure - DON'T DO IT without the assistance of an instructor!
- We support positive training methods – Our goal is to provide a fun place to work and play – Do not treat your K9 partner harshly or forcefully. If it is an off day, end your training session on a positive note. Next time will be better. Be respectful of your K9 partner: Don't ask something of them which may cause injury or discomfort. **Setting your dog up for success builds upon positive experience.** Once your dog gets spooked or injured it can set your progress back significantly.
- Please use the **crates** provided for your convenience -- you are always welcome to bring in your own crate. Dogs should never be left alone in your vehicle while visiting DCTC when the weather is warm! There are also strongly anchored **tethering rings** located along the outside wall in the Lobby and Red Room. **Do not** tie your dog to objects which may not hold them securely.
- While we will try our best to contact you by email or phone if a class is unexpectedly canceled, we recommend you check our online calendar for **cancellations**. If a class is cancelled, we will list the word canceled before the name of the class.
- **Multi-packs expire** 1 1/2 times after initial use. For e.g., a 4-pack expires in 6 weeks and an 8-pack expires in 12 weeks. You need to purchase fresh credits if the previous credits expire.
- We welcome **referrals**. If someone you refer buys a minimum of 4 classes from DCTC, you will receive a \$10 credit towards a future class (equal to a 4 pack or greater) that you want to take. You will have 3 months to use this credit.
- If you have any feedback about your class or instructor, please don't hesitate to speak with your instructor or Paula