

# Frequently Asked Questions and Refund Policy

---

Below are the FAQ from new students.

## 1) May I bring another family member to watch this class? Will they be able to learn also?

ANSWER: Yes, your interested family members, we call them the "Peanut Gallery", are invited to attend and observe the classes. If and when the weather is bad and classes must be held inside, the Peanut Gallery will NOT be able to attend because of limited seating. The Peanut Gallery will be able to take part in training your dog, but in other ways. For best results, it is important for everyone to be on the same page from a training standpoint.

Part of your education takes part on the Student Forums. This Student Forum is complete with your homework which both you and your other family members can review, laugh, complain, and post pictures, video's and etc., at will. In class, your instructor will go over what the "Peanut Gallery" coaches can be doing at home to help with their dog's training. Rest assured, there will be many homework assignments for everyone who is interested in helping their dog succeed.

## 2) What do I need to do before coming to class?

ANSWER: Relax.

## 3) Where is Applewoods located? What do I do when I arrive on the first class?

ANSWER: Attached are the directions. Parking is limited so please park in a way that leaves room for other cars. When you arrive, please keep your dog on its leash and do not allow it to approach another student's dog. This is a safety precaution for everyone. An Applewoods staff member will welcome you through the sally double gates on the right side of the fence and give you instructions on coming in one student and dog at a time. Please follow their instructions carefully for your safety.

## 4) What will I need to bring/wear?

ANSWER: Your dog will need a chain training collar and a 6' leather leash; we will have them available for purchase at the first class. Our leashes and collars are very high quality (the leashes are specially made for us) and our prices better than anywhere else. The cost of a training collar (which can be turned in for a larger one if your dog is still in the growing stage) and 6' leather leash is \$30. You can bring cash, check, or pay via PayPal.

ANSWER: Dress code **for everyone on Applewoods property** is long pants and running shoes. We strongly suggest socks (not peds) with all shoes.

## 5) What if the weather is bad?

ANSWER: We follow Prince George's Schools cancelation policy, so if they are closed, so are we. If we are closed due to weather, and it's likely to happen if you are taking classes during the winter months, your class will move to the next week and we will contact you through the Student Forums on what you need to work on that week.

#### **6)What is your Cancellation and Refund policy?**

ANSWER: We require full payment three business days prior to any class. Once payment is made, your class space is reserved. Sometimes, life gets in the way of your plans, including signing up for dog training classes. We understand. Your payment for an Applewoods class is good for 6 months. If you have to stop attending a class, you can join another class within 6 months.

Should you miss a class, we may have another group class being taught on another day of the week. With your Instructor's permission, you are welcome to join the other class at n/c. If that is not an option, Tutor Sessions are available throughout the week from our Instructors. Cost of Tutor Sessions is \$ 15 per 20 minutes. This is to be cash paid directly to the instructor. We know your time is valuable so our Instructors endeavor to be prompt in start/finish times so please be considerate of the time of other students as well. Please notify your instructor if you will be **absent**. Our instructors are volunteers, so be considerate.

Should you decide Applewoods is not the right place for you, after the first class, your refund is 2/3 of the class cost, minus the cost of training materials, and minus a handling fee of \$35. NO REFUNDS THEREAFTER.

#### **7)What is the Applewoods policy regarding using recording devices?**

ANSWER: The use of cell phones, cameras, camcorders, voice recorders or any other type of recording device is not permitted without explicit written and signed permission from Margot Woods. We also require all cell phones be turned off while in either the classroom or yard so you can focus on training your dog or learn by watching other students.

#### **8)What can I expect during this class?**

ANSWER: The beginnings of a transformation in your dog. Your dog will learn to think, take responsibility for its choices, and to have emotional and physical self control. Your dog will understand you are a trustworthy leader. Your dog will learn to be quiet at your left side for hours. Your dog will learn to pay attention to you no matter what.

You will be amazed at the good things that happen in a few short weeks.

#### **9)What happens after this class?**

ANSWER: The Elementary Class is very basic so we take extra time to teach you how to set your dog up for success. However, the Middle School Class covers a great deal more training based solely on your successful completion of the foundational exercises previously taught. The Middle School Class is available for graduates of the Elementary Class and upon recommendation from your instructor.

As a graduate of the Middle School Class and upon recommendation from your Instructor, your dog may be invited to Applewoods Daycare\* and to bring your dog for boarding. Additionally, you and your dog may be invited to attend and participate in the Thursday Continuing Education Class held at Fidos for Freedom in Laurel, Md. These are zany, crazy, and fun group classes that polish your training and help you and your dog develop skills in a relaxed environment.

\*As space becomes available. Please check with your instructor to see if there are any openings.