

# **What is your training methodology?**

**I think it's very important to use all 4 quadrants of dog training and master a large variety of dog training methods and techniques to help you and your dog become a team! I choose to identify as a coach more than just a purely positive (R+) trainer or balanced trainer. Just because I like rewarding a dog for wanted behaviours doesn't mean I have to ignore unwanted behaviour.**

# **For who?**

**We are not a "classic" dog school and expect 100% commitment from our students.**

**Normally, our students sign up for a training program well in advance of their puppy's arrival. We prefer to start from 8 weeks old. Our puppy program is specially designed for families who are looking for more depth in the bond with their puppy and therefore receive tailor-made guidance for the entire first year of the dog's life.**

# **Puppy school?**

**The Urban Puppy Program consists of 3 parts of 6 lessons per part. Each lesson lasts 45 minutes. Each part of 6x45 minutes is 395 euros. That includes the 24/7 WhatsApp support.**

# **Behaviour evaluation?**

**For ALL of our programs a 60 minute ONLINE INTAKE is required. This way we can decide if you'll be able to successfully finish a program at our academy.**

# **Level of difficulty?**

**The lessons are intense and can be compared to a boot camp. The information and techniques are explained as well as possible. If you're unable to keep up during class then you'll have to work extra hard yourself taking notes and preparing your exercises. We expect you to study at least 3 to 4 times a day for the best results. You are expected to be open to methods and techniques that are specifically needed to solve or at least try to solve your dog's problem. There is a chance that if the human**

**does not perform the exercises properly, the dog will not get rid of any problem behaviour.**

# **24/7 WhatsApp Support?**

**Use our 24/7 WhatsApp Support Hotline to submit your homework videos.**

**If you don't do this we will not be able to guide you properly and there is a chance that you will be removed from the program due to lack of motivation and commitment.**

**Please do not train with us if:**

- you're not able to perform under pressure**
- you're sensitive to constructive feedback**
- you're not open minded to self reflection**
- you're not problem solving oriented**

# **What if my dog is sick?**

**If your dog is sick, has nausea or diarrhea, please notify us immediately and you stay home from class.**

**We reserve the right to refuse the dog at the start of the lesson if it is sick or shows symptoms of illness and we have not been notified in time.**

## **Agenda cancellations?**

**Your program will not be scheduled in the calendar until payment has been made by bank transfer.**

**Once you have been scheduled by us and you have agreed to the schedule, you can no longer claim a refund of the tuition fee.**

**If you do not show up or cancel 24 hours in advance for the class, we will not reschedule it. Lessons may be canceled due to bad weather conditions. These will then be rescheduled later.**

# **What is the best way to become a student at your academy?**

**IF YOU WANT TO ENROLL IN A PROGRAM, SEND THE FOLLOWING INFORMATION VIA WHATSAPP OR EMAIL TO APPLY FOR A ONLINE INTAKE OR EVALUATION.**

- NAME**
- ADDRESS**
- PHONE**
- E-MAIL**
- NAME, SEX AND AGE OF DOG**
- SHORT DESCRIPTION DOG**
- ANY COMMENTS**
- AVAILABILITY DAYS AND TIMES (as specific as possible)**

# **COVID-19**

## **COVID-19 DISCLAIMER**

**We do NOT give group lessons and do not teach children.**

**If you are sick, have been ill, or experience any symptoms of COVID-19 you can't come to class. Vulnerable or immunosuppressed people cannot participate in the class.**

**Hand sanitizer is present. You must take further measures yourself.**

**It is always best to come alone unless otherwise agreed.**

**Children and the elderly can't come to class unless otherwise mutually agreed upon.**

# **In which languages am I able to follow lessons?**

**Wij spreken allen vloeiend Nederlands. We hebben er bewust voor gekozen onze website in het Engels op te zetten zodat we onze internationale vrienden zeker niet overslaan.**

**We can teach you in Dutch and English, this combination is great for families with mixed nationalities and expats.**

**Dog training can be done with French, Dutch, English, Italian, Portuguese, Hindi, German and Spanish commands in all of our programs.**



**I purchased a dog  
but I don't know  
anything about  
dogs. Can I still  
become a student  
at your academy?**

**We expect you to be understanding if you have brought a dog into your home without any prior knowledge of dogs or their education. We can only guide you as best as possible during the lessons and follow the program as agreed if you allow this. We can only advise you in simple matters via E-mail or WhatsApp, we cannot take over the education of your dog via WhatsApp / E-mail or telephone.**

# **BEFORE BUYING ONLINE**

**DISCLAIMER FOR THE ONLINE PURCHASE  
OF OUR PROGRAMS.**

**PLEASE BE AWARE THAT YOU'LL NEED  
POSITIVE TEST RESULTS AFTER THE  
INTAKE PROCEDURE TO TAKE PART IN A  
FULL PROGRAM  
APPLY FOR THE ONLINE INTAKE VIA THE  
APPLICATION FORM OR EMAIL.**

**Our bootcamps are always available without  
evaluation test results.**

**Please always refer to the FAQ before  
purchasing any of our programs or  
bootcamps.**

# **Transportation**

**A car is mandatory to enrol in our programs. If you don't have a car your dog needs to be completely comfortable using public transportation like bus, tram or train.**

**You cannot come to class with a dog cart for the bike. Not only do I consider them as dangerous contraptions. Most dogs, especially puppies and adoption dogs, do not like the feeling of being so unstable while moving. It's also important to understand that your dog will definitely be tired after our training session and might become overstimulated or frustrated when you try to force them into the bicycle dog cart.**

# **House calls, location, environment.**

**Because of Covid19 we stopped doing house calls. This to ensure our health and install proper safety measure, but also to avoid long waiting lists and waisting valuable agenda space on travel times.**

**We like training with dogs in a neutral environment, giving you the best chance of succes and achieving your goals.**

**Our training sessions are always outside in the open air.**

# **What do I bring to class?**

## **Mandatory:**

- Collar**
- 2m leash**
- Favourite treats**

## **Optional, bring it if you have it:**

- Harnas**
- Long line (5m or 10m)**
- Treat Pouch (No plastic bags or containers)**
- Favourite toys**

## **DRESSCODE:**

- Rugged shoes with good profile, preferably waterproof.**
- Athletic outfit, ensure easy movement and breathability (layers are your friend)**
- Backpack !**

**Please do not come to class in heels, slippers, dresses/skirts.**

**Please do not take plastic shopper bags to class because you need both hands and need to be flexible at all times with your body movement.**

**Dress appropriate to the weather conditions (Rain/Wind/Cold/Heat)**

**PLEASE DO NOT OVERFEED, EXHAUST OR OVERSTIMULATE YOUR DOG BEFORE OR AFTER CLASS.**