



FAQ

How do I choose a package?

If you're not sure which package is applicable to you, please call Michael Peer at 571-437-4200 or select a package that meets your goal and submit this form, <https://dogbedience.com/book-a-package>.

When do I hear back from you?

Once the form is received, we will get back to you just as soon as we can. You and your dog will be offered a spot in our program on a first come first serve basis depending on when you're ready to start training.

When is my payment due?

To reserve a spot, full payment of the total amount of the package is due no later than 5 days prior to your first appointment.

What is your Return Policy/Cancellation policy?

All sales are final and non-refundable. If you elect to discontinue training for any reason, you will NOT be entitled to receive any refund of your remaining or unused sessions.

Do you come to my house to train or not?

All private sessions are held outdoors around Reston in public spaces. We offer an optional house visit, if needed and depending on where you live. Additional fee applies for In-home appointments. See policies regarding this topic for more information.

How often do we meet and how long does a session last?

Training is held once a week and lasts 50 minutes.

Can I hold off training and save my classes/sessions for a later time?

All packages regardless of the number of sessions purchased are provided 6 months to use. This means that the 6-8-10 Session Package have a 6 month expiration from your first appointment (Session 1). Any unused sessions not completed within the time allowed will be forfeited. The clock starts from the date of when Session 1 was held. Please read our policies for more details.

What are your hours?

Regular schedule for spring, summer, fall & winter (Winter hours typically ends at sundown between 4-5 PM):

- Monday & Tuesday (Flex day): In-Home Training Hours 1 PM - 7:30 PM
- Tuesday thru Friday for Spring, Summer, & Fall Hours 12 PM - 6 PM (last appointment starts at 5-5:15PM); Winter 12 PM - 5 PM (last appointment starts around 4PM)
- Saturday: 12 PM - 3 PM
- Sunday: Closed

Can I cancel my appointment at any time?

We have a 24 Hour Cancellation Policy. You can cancel or reschedule your appointment as long as you provide a 24 hour notice. Late cancellation of your appointment under 24 hours or *no show* will result in forfeit of your session.

Do you work on weekends and holidays?

Our Saturday appointments have recently changed. Per the recent changes in our policies, Saturdays now denote a Weekend Fee of \$20 per session, and are available by special request only. Payment is due upon making an appointment. We have limited Saturday spots. We are closed on Sundays and all Federal Holidays.

What is your weather cancellation policy?

We monitor weather conditions throughout the day based on the weather forecast. In the event of inclement weather related cancellation such as **Rain, Snow, Heat Wave, etc.**, we will notify you ASAP, BUT NO LATER than 30 minutes prior to your session. We will contact each affected client individually either by voice, text and/or email. If your session is cancelled due to inclement weather, we will push your session to the following week. As the client, you may NOT cancel a session on your own due to the harsh weather conditions in your area unless you're willing to forfeit your session. The decision to cancel a session officially belongs to Dogbedience. Generally speaking, it could be raining in one location but it may not be raining 1 mile away. If you have an appointment but uncertain if your session is still on or not, please contact your Trainer directly by voice or text. Michael can be reached at 571-437-4200 and Brett can be reached at 571-438-0229.

Who can attend the classes/sessions?

At least one adult owner is required to attend lessons but all family members are welcome to attend including children, if any.

How do I schedule my appointment?

Every Sunday or Monday of each week, you will be offered our "Best Available Appointment" based on the form you provided.

- Best Available Appointments are pre-assigned weekly based on your dog's needs and made available to you via email every Sunday/Monday of the week.
- Please look-out for Email Announcements of your suggested Appointment asking for you to Confirm Your Availability within 24 hours to secure your spot. However, if you are not available or have a conflict, simply let us know immediately and we will find a work around. Whenever possible, we will offer you an alternate appointment.

What types of training are available and where is it held at?

- Basic and Advanced Obedience/ Agility Training/ Off Leash Training
 - All Obedience Training and Agility Training Sessions are held outdoors at Rogue Field in Reston.
- Behavior Modification, Socialization, Reactivity, Aggression (includes Anxiety, Skittishness, Leash Pulling, etc)
 - Held at various public spaces and communities around Reston such as Reston Town Center, North Hills Pool & Tennis, Herndon Historic District, South Lakes Shopping Center, and North Point Village Center, etc.
- Dog Park Mentoring/Off Leash Park
 - Held at the Reston Dog Park
- House Manners
 - If a client makes a request to hold a session(s) at their home/neighborhood or any other location, an additional Service Fee will be applied plus any Travel Fee as per our Policies. This will require approval by Trainer. If approved, you will be notified and billed of any additional fee involved. Payment is due prior to the lesson. Refer to Policies for more info.