



Welcome to Synergy Dog Sports! Updated: 1/13/2018

Synergy Dog Sports is a training school structured for competition excellence for Agility and Obedience. Our training methods provide clarity and predictability to the dogs and handlers. Our positive approach provides a safe, supportive, and fun learning environment for everyone involved.

Our mission is to share the most innovative techniques for dog training, agility, and obedience in a variety of high quality ways. We believe all dogs and their humans are individuals and their learning styles are honored as such. Our energy goes to helping the dog sports community grow and shift the culture towards motivation-based training methods for both the human and the dog. Our training program provides opportunities for instructors to grow their expertise and build their own path for teaching.

While our coaching team differs in training and teaching experience, our goals for our students and motivation to teach is the same. Our dedication to helping people form better relationships with their dogs and compete at their highest potential is what brings us together to create Team Synergy!

If there is ever a time where a student feels like information between our instructors is conflicting, we want to know about it immediately, so we can address it and clean up anything in our training that needs it! Training is always evolving and changing, and our team is always trying to incorporate the newest and best information into our training curriculums. Be prepared to evolve with us!

At Synergy Dog Sports our training has been shaped by our experiences. Our experiences have lead us to what we believe in today, and our experiences today will shape our practices for tomorrow. Our training methods are based on science, but we view working with animals as an art. We are inspired by [OneMind Dogs](#), [Fenzi Dog Sports Academy](#), and [Mind to Win](#). At Synergy Dog Sports, we want to give trainers the tools to give their dogs a better life.

Our class structure gives us the ability to meet each team where they are and work with them within their own time and financial limits and gives people the ability to focus on one or multiple classes at once.

We do not tolerate harsh or unfair behavior towards any dog or human. If you are experiencing a problem you aren't sure how to solve, please come to us so we can help! Training should be fun and rewarding. We are here to help you work through any struggles!

[Fun Fur Paws](#), is a gorgeous facility and we expect all of our students to show tremendous respect to this facility so we can all continue to benefit from such a wonderful location!

- Anywhere, anytime on FFP property, the speed limit is **5MPH**
- Your dog must be on leash **at all times**, unless in a marked off-leash area outside, or in a working space
- Please do not let your dog urinate on things outside that humans must touch: **trash cans, flower pots, etc.**

- Always clean up after your dog outside
- If your dog has an accident inside the building, please tend to it immediately.

If you see something around the facility that gives you reason for concern, please let us know!

Class Etiquette: How to be there for your dog!

Instructors will make an effort in helping students with **transports** and **down-time** during lessons. I encourage you all to develop a plan that is best for **you & your dog** for how to enter the ring, begin work, complete work, reward and tend to your dog, then address the coach for more instructions.

Class Etiquette: How to be there for your instructor & other classmates When you sign up for a class, you will receive information on what to expect in that class and a list of any materials you may need to supplement that class, but I also want to mention some things that are helpful at all times, no matter whose class you are in:

- Please show up on time. In my mind, this is 10-15 minutes before the start of your class. A variety of class times gives everyone the ability to choose a class that they can reliably make it to *on-time*. When you are a little early for class, it's easier to respect the **speed limit**, too. When you show up, try not to burst through the doors with 4 dogs, all your crates, two bags of gear, etc. Make several trips, and make sure it is *safe* to walk through with all of your dogs.
 - Be ready and prepared to begin when your class is supposed to begin, even if the previous class is running a little late, your preparedness helps gets things back on track.
 - Please set up crates in the stalls. This makes for a quieter crating resting area for the dogs, and eliminates potential conflict with dogs that make be crate-reactive.
 - Join in discussions and watch other classmates' work their dogs and try to learn something from their turn that you might have missed during your own turn. Get the most out of your lesson!
 - Be respectful of the instructor's down time. Those 15 minutes between classes are critical. Send us an e-mail if it's more than a "yes" or "no" type of question.
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Registration Policies: all class & private lesson registrations will be online.

1. priority will be given first to anyone of the *wait-list* for that given class, then to those enrolled in the session previously, then to the public.
 3. Students on our wait-list will always be given first priority for ES1. Current students with new dogs should complete an [Application for Enrollment](#) to ensure they receive updates on ES1 classes.
 4. When registering online, a deposit must be made with your registration to confirm your spot in class and full payment will be due on the 2nd week of class.
 5. The schedule will be released no later than 30 days before registration opens.
 6. Registration will open 10-14 days before the start of class, unless otherwise noted.
 7. If a student cannot pay their class fees on-time, they will be allowed to complete the class they signed up for, but will not be able to sign up for another class until their balance is paid.
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Cancellation Policy:

- Before class begins, if you need to cancel your enrollment, let us know immediately. If your spot can be filled, your deposit/payment will be refunded. If your spot cannot be filled, your deposit will not be refunded.
- If you decide that the class is not a good fit after week 1, your payment minus your deposit will be refunded.
- Full payment is due by Week 2. There are no refunds after Week 2 of class.

Absent Classes/Make-ups:

- There are no guarantees that a student will be able to make-up a class that they have missed, however, if a student does miss a class they should:
 - Talk to the instructor about a potential make-up in a comparable class (no charge)
 - Schedule a 15-20 minute make-up for **\$25**

Drop-ins

- In addition to our Drop-in classes, instructors may make any open slots available for drop-ins to current students at the appropriate level. This is up to the instructor of the class. Drop-ins cost **\$35**.

Weather Policies: in 2018, we will follow these weather guidelines

1. Winter weather: If the indoor arena temperature is less than 50 degrees, heaters will be used (don't be shy; instructors often forget to look!)
2. Winter weather: If the outdoor temperature is below freezing, your class may be cancelled. If the instructor cannot leave their home due to snow/ice/unsafe driving conditions, your class will be cancelled.
3. Summer weather: If the outdoor temperature is more than 90 degrees, your class may be cancelled.
4. Class cancellations due to weather will be credited/reimbursed for up to two days per quarter. (January 1 - March 31, April 1- June 30, July 1 - September 31, & October 1 - December 31). If more than two days in the quarter have to be cancelled, credits or make-up classes will not be provided.

Big thank you to Fun Fur Paws for having heaters, fans, and a generator that give us the ability to train year-round!