



PAWSITIVE ESSENTIALS MEMBERSHIP RULES AND POLICIES

Pawsitive Essentials Membership Includes:

- ❖ 4 ONE-HOUR CLASS SESSIONS PER MONTH
- ❖ Choose ONE of the following Customized Monthly Bonus Activities each month:
 - 20-minute Pro Swim
 - Assisted Swim Upgrade: \$10 Additional
 - 15-minute Water Treadmill Session
 - 30-minute Mat Rental
 - 20-minute Land Treadmill Session
- ❖ Choose ONE Tailored Training Session each month:
 - Training Kit (first month only) includes:
 - Treat Pouch
 - Freeze Dried Chicken Heart OR Pork Heart Treats
 - No-Hide Dog Chew in Chicken OR Beef flavors
 - Easy-Walk NO-Pull Harness OR Gentle Leader
 - One ½ -hour Private Lesson
 - One TAILS Academy ½-day Session

Additional Exclusive Savings:

- ❖ 15% Discount on Ala Carte Classes, Workshops, Nail Trims/Grinds and TAILS Academy
- ❖ Swims:
 - 20-minute Assisted - \$32
 - 20-minute PRO - \$20
 - 30-minute PRO - \$30
- ❖ Water Treadmill: 20-minute Session - \$32
- ❖ Mat Rental:
 - ½-hour - \$10
 - 1-hour - \$20
- ❖ Land Treadmill Rental: 20-minute Session - \$??
- ❖ Private Lessons: Save \$10 per ½-hour lesson!

Membership Rules and Policies:

- ❖ Individual memberships are required for each dog – no “swapping” or interchanging of dogs is permitted.
- ❖ All new member dogs must start in and complete Beginner Puppy School or Adult Manners. These classes include 1 Lecture Week (Virtual or In-Person) and 7 Weeks of Class during the 1st and 2nd month of membership.
- ❖ Membership prices do not include Pawsitive Bundles or class equipment fees (e.g., Gentle Leader, Harnesses, treats, toys, accessories or purchasing of equipment).
- ❖ Each member must respect other facility clients and behave in an appropriate manner at all times.

Membership Enrollment and Payment Details:

- ❖ Member fees will be drafted on the 1st of each month.
- ❖ No coupons, gift certificates or vouchers may be applied.
- ❖ Failed monthly payments must be updated within 3 business days. Any payments not received will be invoiced and a \$5.00 late fee will be added.
- ❖ Memberships are not refundable or transferable.
- ❖ Think Pawsitive Staff reserve the right to rescind the rights of members not complying with the terms and conditions of membership.
- ❖ Changes in membership tiers to our Training Membership Program are permitted for members who have completed the first two months of Pawsitive Essentials Membership. In order to change to a training Membership tier (e.g., Bronze, Silver, etc.), a Change Form and a copy of the Training Membership rules must be submitted by the 15th of the month for the new tier to take effect in the following month. ***Automatic transfer to a Bronze Training Membership will occur after the 6th month of Pawsitive Essentials Membership.**
- ❖ **Ala Carte Enrollment:** Students may choose to enroll in extra classes each month. Payment for the ala carte classes will be processed to your card on file within 1 week of registration.
- ❖ All membership sessions (classes/rentals/swims/lessons/TAILS) must be used by the last day of the calendar month. No “carryover” of unused sessions to the next month are permitted.

- ❖ **Membership Holds:** A Membership may be put on hold for a maximum of two consecutive months per calendar year for a fee of \$10/month to keep your membership active. A Membership Hold form must be completed at least 14 days prior to the start of the month of the hold.
- ❖ **Early Cancellation:** If I cancel early, I may rejoin the membership program at a later date for a \$25 rejoining fee. Dogs must have participated in the Pawsitive Essentials Membership within 6 months to be eligible to rejoin.

Registration for Classes:

- ❖ Class registration within your membership is due by the 15th of the prior month. Class registrations **may be** transferred to another class **only** if the spot you held in your original enrollment can be filled. Please contact wecare@thinkpawsitivedog.com prior to the 1st of the month with any transfer requests. Absolutely no substituting or changes may be made to classes after the 1st of each month.

Additional Information:

- ❖ **Aquatics Sessions and Rentals:**
 - Swims are 20-minute Pro swims. Members may upgrade to an Assisted swim (additional fee applies). An additional “Pro” dog (from your household only) may be added to your 20-minute swim session. (Additional dog fee will apply). **No 30-minute swim sessions are permitted.**
 - Additional monthly swim sessions may be purchased at a discounted rate.
 - Water Treadmill Sessions are 15-minutes in length.
 - Additional monthly Water Treadmill sessions may be purchased at a discounted rate.
 - Land Treadmill Rentals are for 20-minute sessions.
 - Additional monthly Land Treadmill Rental sessions may be purchased at a discounted rate.
 - Mat Room Rentals are for 30-minute sessions and may not be shared with a non-member. Mat Room rentals may be used for training purposes only in accordance with your registered classes.
 - Mat rentals, Aquatics sessions and lessons may not be split into multiple sessions.
 - Turf rentals are NOT included in your membership options – NO exceptions.
 - Standard swim, water treadmill and mat rental rules apply.
 - Turf rentals that are included in your membership tier may be shared with a non-member. The member will pay for their portion of the rental and the non-member will pay full price – **NO exceptions.**
- ❖ **Emergency Policy:** In the event of an emergency, a member may transfer one class session to another available class session within the same month, when space allows. **Call the facility at 262-641-9540 at least 6 hours before the start of your class time to inform us of your emergency.** There is a limit of three transfers per calendar year (otherwise, please refer to membership hold policy). The following constitute an emergency:
 - Accident/Family emergency
 - Hospitalization or injury of the member
 - Students will be notified in the event of weather cancellations and will have the option to either (1) transfer to another class session during the current month OR (2) Roll over the class session into the next consecutive month.
- ❖ **Injured/Sick Dogs:** In the event that your dog becomes injured or sick during their membership, you may have the option to substitute another dog from your household. In order to do so, you must submit your request and vet documentation for the injured/sick dog to the Training Manager. The substituted dog must be at the same skill level of your registered class(es).
 - If the substituted dog does not meet the skill level of the registered class(es), you may submit a Request Form with an admin fee of \$5.00 to substitute another class(es).
 - The length of the substitution may not be longer than three consecutive months.

Termination Policy:

I must notify Think Pawsitive Dog Training LLC of my intent to terminate my membership by completing a cancellation form *at least thirty (30) days prior to the upcoming month* (e.g., you must cancel by June 1st in order to not be billed for July). I understand that no “credits”, rollovers, refunds or pro-rated pricing will be given for late termination notices.

I have read, understand and hereby agree to all the terms and conditions of the Think Pawsitive Pawsitive Essentials Membership Program.

Name: _____ Signature: _____ Date: _____