



## New Guests Training Registration

---

### Booking a Class Through Gingr

If you're a new guest to the Barking Birch, you'll need to create an account through our booking platform, Gingr, before continuing.

1. Navigate to [www.thebarkingbirch.com](http://www.thebarkingbirch.com)
2. Click the "Book Now" button
3. If NEW customer click "Sign Up"
4. Enter information about YOU
  - a. First/Last Name
  - b. Phone Number
  - c. Email Address
  - d. Address
  - e. Emergency Contact Name & Number
  - f. Enter Password for access to portal
  - g. Sign both agreements (waiver and medical release)
  - h. Enter Credit Card Information (if paying online)
  - i. Continue to Pet(s)
5. Enter information about your PET
  - a. Pet Name
  - b. Breed
  - c. Color/Markings
  - d. Sex (Male or Female)
  - e. Altered (Yes or No)
  - f. Approximate weight
  - g. Date of birth
  - h. Select veterinarian
6. Add an additional pet OR click "Complete Registration"

## **Requirements for Enrollment**

We'll need a copy of your vet records before you can register. If needed, we may also need your previous training records, if you wish to enroll in an advanced class. If you don't have previous records or don't have access to them, you can schedule a one-to-one session with our trainer for your pet to test out of classes.

All class attendees at The Barking Birch must also adhere to our behavior policy. For the safety of our dogs, customers, and staff, no aggressive behavior is allowed. If your pet exhibits aggressive behavior during training, they may be expelled from class for safety.

If you have a pet that has mandated behavioral training, we will provide private lessons. These private lessons must be approved by our training staff and ownership, and your pet must always remain muzzled.

## **Return & Refund Policy**

A full refund on training classes is available if the customer cancels more than 7 days prior to the first day of class. If a reservation is cancelled after 7 days, they get 50% refund up until the first day of classes. If a reservation is cancelled after class starts, there is no refund. If a dog is kicked out of class by the Barking Birch Trainer, the customer will not receive a refund.

### **Missed Classes:**

If a customer cannot make a class, it is up to them to complete assigned homework on their own. If an owner and the pet misses two or more classes, they will not be allowed to graduate from the class. The client will be asked to repeat the class before advancing to additional classes. In the event of an emergency or special circumstances, The Barking Birch reserves final refund decisions.

## **What to Expect from Class**

Before class begins, you'll receive a welcome packet either by mail or email. This packet contains some general information about the course, including any materials you'll need to purchase beforehand.

When class begins, you'll also receive a training booklet with a schedule of coursework for each day, homework to complete with your pup (make sure they don't eat it), and some tips and tricks for better learning.

The last day of class will be your dog's graduation. During this day, your pet will demonstrate their new skills before participating in our special graduation ceremony.