

# SUNFIRE CANINES DOG TRAINING

[www.sunfirecanines.com](http://www.sunfirecanines.com)

Let's get started!

We've received your contact information and you can expect a phone call from us confirming your dog's training. If you have a preferred time that works for you please let us know. Otherwise, you can expect a call anytime from Monday through Friday 9 am-7 pm. If you miss our call, feel free to call or text us back within those hours.

This phone call is complimentary and is a 15-minute conversation about your dog's training needs. During this call, we want to make sure that we will be the best fit for you. A few questions regarding your specific needs will be asked to ensure what your expectations are. In the case that we feel that our training programs will not be the best fit for you, we can recommend another training service for you.

You'll also need to book a consultation if you haven't already. You can book a consultation through our website or by contacting Mackenzie directly to set up an appointment. If you book a consultation online you can expect to receive a confirmation email and phone call within 24hrs.

In the meantime, you are welcome to check out this list below of frequently asked questions. If you do not see your questions listed below or have any additional questions or concerns those can be answered during your complimentary 15-minute phone call that you will be receiving.

## *Frequently Asked Questions*

### **What's the consultation?**

The consultation is 2hrs long and covers all of the questions you have about how to train your dog, what methods will work best, how to stop a behavior, and more. Training will begin to take place and you will receive a training plan on how to achieve your training goals!

### **Can I meet my trainer before signing up for a training program?**

You're more than welcome to book a FREE twenty-minute meet and greet before the consultation as well. You will receive an evaluation of your dog, a training plan, and of course, it is a chance to meet your trainers!

## **Do you have a guarantee that the training will work?**

Our lead trainer, Mackenzie, has ten years of dog training experience and most of her clients have seen improvements with their dogs within the first few sessions. Training and behavioral modification takes time to work and needs continuous upkeep from yourself in between sessions. We feel that by following our training instructions, doing your homework, and keeping a positive attitude, you will see that your pet is making progress for the better. We screen all of our potential clients very carefully to make sure we are the best fit during the phone interview. If we feel that we are not the best fit for you, we can recommend another trainer that can meet your needs better.

## **Where does the consultation take place?**

This takes place in your home.

Upon our arrival we ask that you have your dog leashed, crated, gated off or in another room closed off, so that our arrival goes smoothly.

## **What happens during the consultation?**

During the consultation, we'll be going over a plan to succeed with your goals of training and the most effective way to teach your dog. We'll go over how to improve your relationship with your dog, help you gain an understanding of why they are acting the way they are and how to improve on that, and any other questions and concerns you may have. We will be doing training during this time as well. Please wear comfortable clothing and shoes for training.

## **What do I need to have ready?**

All dogs (an exception for puppies) must be up to date on their vaccinations to begin training.

[Please send a clear photo of your dog's vaccination records to info@sunfirecanines.com](mailto:info@sunfirecanines.com)

You will also need a 6ft or 4ft leash. No Flexi leashes. Since we will be doing training for the second half of this consult, please have small yummy treats readily available. Your trainer will go on how to get your dog motivated either with food, toys, verbal praise, or touch.

Please wear comfortable clothes and shoes. We will be moving around for training.

Pen and paper. You're more than welcome and encouraged to take notes during this consultation. You will receive an email from us afterward about everything gone over as well.

Communicate with the rest of your household that you are going to begin training with your dog and changes will be needed from everyone that lives with you. Make sure that they are onboard

with the training as well. Even if they aren't going to be solely handling your dog, it is great to have everyone on the same page.

Patience. Depending on the training goal you are trying to obtain it may take several months to reach your ending goal. We're here to help you every step of the way and want to see you achieve success!

### **My dog isn't motivated by food or treats. How will you train my dog?**

All dogs have something that motivates them. During the consultation, your trainer will be able to figure out what your dog is most interested in. Some dogs find playing with toys more motivating than a piece of food. If your dog is not motivated by much, we'll talk about how to increase your dog's motivation to want to train and find it a fun activity to do with you.

### **What if my dog doesn't display bad behavior during the consultation?**

No worries! With ten years of experience, we know what it will look like without seeing. Some behaviors such as biting, counter surfing, urinating inside, and chewing furniture is dangerous and should not be repeated to show us. [If your dog has a behavior that you are truly concerned about the trainer seeing firsthand, such as light chasing, chasing their tail until exhaustion, unsettling pacing, or any type of anxiety-based behavior, you can pre-record the behavior on video no longer 3 minutes to \[info@sunfirecanines.com\]\(mailto:info@sunfirecanines.com\)](#). If you're unsure whether or not you'll need to send a video in, please do not hesitate to ask by emailing us.

### **My dog already knows how to sit, lie down and stay.**

Awesome! That's a great starting point. Our training can incorporate those commands, but what we'll be teaching your dog is a new way of thinking through behavioral modification. We'll be solving the root problem of why they are acting the way they are.

### **Do you have any training packages available?**

Yes! We offer training packages. After your consultation, you'll have the option of buying a package of training sessions. Our packages vary in price and they range from \$450-\$1,200. Each session within that package is 1 hour long. You may schedule a session as often as needed, but your training will recommend a training schedule that will most benefit your needs. [You will have 1 year from the purchase date to complete your package.](#)

### **My dog barks at people/other animals/objects on wheels. Can you help us?**

Absolutely! With the purchase of your training package, you'll receive a set amount of sessions with not only the lead trainer, Mackenzie, but a dog training assistant as well! Mackenzie will be able to coach you through how to handle your dog's outbursts in a controlled setting with her assistant. It can be arranged for the assistant to bring a Sunfire Canines' trained dog as a

distraction for your dog to learn how to be polite while other dogs are present. It can also be arranged for other distractions to be present in a controlled setting, such as bikes, scooters, skateboards, or her assistant acting as a stranger at the front door.

### **My dog is perfect in the house. It's when we're outside that he gets out of control!**

The initial consultation will take place in your home still. If needed, we can move the training portion of the consultation to your yard, driveway, or sidewalk. For future training sessions, you'll receive a set amount of training sessions with the purchase of a training package that will allow us to work in a public setting such as the local park. The destination will be determined by your trainer and will be in your local area within 20-25 minutes of your home. Should the trip exceed over 25 minutes an additional fee will be charged. You will meet the trainer at the selected destination and have your dog on the recommended tools that we have suggested for you.

### **What training tools do you use?**

Mackenzie, our lead trainer is one of the very few trainers in the Pittsburgh area that is proficient in clicker training, e-collar training, the correct use of a front clip harness, and prong collars. If you feel uncomfortable using a specific tool, we will not pressure or force you to use that tool. **The only tool we will not negotiate on is the use of a muzzle. It will be said by Mackenzie if your dog needs a muzzle on or not for training. This would be the safest measure for yourself, your trainer, others around you, and other animals. Should you deny the use of a muzzle once your package is purchased, your trainer will not be able to work with you and your package of sessions will be forfeited without a refund.**

### **I already have a few training items. Can I use those?**

We have a list of recommended training items that we've had much success with due to their quality, safety, and durability. It may be required that you may need to purchase something you already have, but of better quality for more efficient training.

### **I have more than one dog that needs to be trained. Do I have to purchase a consultation for each of them?**

No. We'll go over all of the issues you are having with each dog, if necessary. For the training portion, your trainer will give each dog a turn to be worked with one on one.

If you have any additional questions please feel free to reach out. Our lead trainer Mackenzie can be reached at text/call 412-977-3281 or [info@sunfirecanines.com](mailto:info@sunfirecanines.com)