

CATALOG

Pet's Playground Grooming School

www.petsplayground.com

PET'S PLAYGROUND GROOMING SCHOOL, INC.

1296 N. Federal Highway
Pompano Beach, FL 33062
954-782-4994

326 S. State Rd 7
Margate, FL 33068
954-968-7876

A nonpublic career education school providing
technical training for people who want
to become professional pet groomers.

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VOLUME I

Licensed by:

Commission for Independent Education

Florida Department of Education

325 West Gaines Street, Suite 1414

Tallahassee, FL 32399-0400

(850) 245-3200

(888) 224-6684

FL License #2359

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HISTORY

Pet's Playground Grooming School, Inc. was established in 2000 in order to provide training and employable skills in the profession of pet grooming. Pet's Playground Grooming School provides an atmosphere necessary for a student to excel as an accomplished pet groomer.

The school was established by Lisa Silverman in answer to the need for trained pet groomers and the non-existence of grooming schools within South Florida. Lisa Silverman has dedicated her life to both Pet Grooming and training of students on an individual basis. While grooming for over 26 years, Lisa has worked privately with students throughout the state of Massachusetts for nearly 15 years.

PHILOSOPHY

The school believes that any person willing to apply himself to the study of pet grooming can benefit from the training offered at the School. Pet grooming allows for job security anywhere in the world. For some, the dream of grooming for the show circuit can become a reality after years of perfecting their craft.

OWNERSHIP

The School is owned by Pet's Playground Grooming School, Inc., a corporation formed under the laws of the State of Florida. Lisa M. Silverman holds all outstanding shares in the above corporation.

GOVERNING/ADVISORY BODY

Judith Carlson, C.P.A.
Certified Public Accountant
Oakland Park, Florida

Christine Rosenthal
Legal Counsel
West Palm Beach, Florida

FACULTY & STAFF

LISA MARIE SILVERMAN
CFO / CEO

School Administrator/Director of Operations
Director of Marketing/Director of Admissions
Lead Instructor/School Director/Student Advisor
Credentials: Over 27 years grooming experience

GAYLE BILLERA
Director of Margate Facility

DESCRIPTION OF SCHOOL FACILITIES

Our school in Pompano Beach, Florida consists of 1,650 square feet situated within the city limits, on the main hwy US1 and only minutes from the beach. Buses are readily available and the facility has ample parking for the maximum 20+ students as well as staff during any one class period.

Our school in Margate, Florida and consists of 1850 square feet on State Road 7 near Atlantic Blvd. The facility has ample parking.

Both locations have 6 different rooms available for student training.

- Video/multimedia classroom
- Hands on grooming room complete with grooming tables
- Bathing room
- Kitchen area for student lunches
- Study/test room
- Demonstration room

Classes will be explained verbally via lectures, book study and demonstrated by both video and instructors as well as actual hands-on training. Demonstrations and gradual hands-on participation has proven to be an effective means of teaching as well as maintaining student and pet safety.

POLICY STATEMENT

The School does not discriminate regarding race, color, creed and/or religion. The training offered by the School does require physical ability. While we will not turn away someone handicapped, we will discourage enrollment if their limitations would keep them from completing the program and achieving a suitable career as a pet groomer.

Because students will work with pets, we recommend that each student should have an up-to-date tetanus shot. Tetanus shots are usually valid for a 10 year period. While safety is our primary concern, we cannot guarantee the predictability of every pet a student will work with. A Tetanus shot is the best way to prevent any potential reaction to an animal bite. We advocate safety as our top priority and do our best to ensure that each student has a safe and rewarding educational experience.

PET GROOMING CRAFT

PRO-GROOMER

Total Program Hours: 300 Hours

Prerequisite: None.

Objective:

Pet's Playground Grooming School, Inc. is committed to teaching the highest level of quality grooming skills to students wishing to pursue a career as a professional groomer. Our main objective within our 300 Hour Pet Grooming program is to help students learn all the essential elements to become a finished groomer and quickly begin a paid career working within a grooming shop or grooming facility environment.

Student upon request will also receive assistance in training for a career such as mobile grooming, working independently through a Vet, or opening a grooming shop. We encourage a graduate to work in a grooming shop that has seasoned groomers at least in the beginning. This will allow for hands-on experience while being paid, yet with back-up of other seasoned groomers. We will assist however, any student wishing to start a solo career. This will include on-going phone support from our instructors during normal business hours.

In the event that a student may not be capable of mastering scissoring necessary to be a finished groomer, we reserve the right to change the student to our Assistant Groomer program. This decision will be a consideration by both staff and student.

Courses:

PG101 Initial Bathing/Brushing Techniques	
PG102 Grooming Lab	25 Hours
PG103 Book and Video Training	200 Hours
PG104 Pet Psychology	40 Hours
PG105 Dog Grooming Biology	25 Hours
	10 Hours
Total Clock Hours:	300 Hours

ASSISTANT GROOMER

Total Program Hours: 150 Hours

Prerequisite: None.

Objective:

An “Assistant Groomer” is capable of doing all aspects of grooming critical to a groomer with the exception of finished work such as expert scissoring. Skills include proper techniques in: bathing, brushing, blow-out, de-matting, cleaning ears, clipping nails, expressing anal glands, rough stripping/finished stripping (cats & dogs), and pads/sanitary clean-up. An assistant groomer is a welcome position in many grooming shops. “Assistant Groomer” certificates will be issued upon completion and placement assistance is offered for this program upon graduation.

Should a student decide to continue on with the Pro-Groomer program, 100 credit hours of the 150 hours completed may be applied toward the Pro-Groomer program. This leaves an additional 200 hours to be completed to become a finished groomer (300hours – 100hours = 200hours). We are unable to accept all 150 hours as many specifics that are covered in the Pro-Groomer program will have been introduced by 100 hours into the 300 hour program.

Courses:

AG101 Grooming Lab	100 Hours
AG102 Book and Video Training	25 Hours
AG103 Pet Psychology	20 Hours
AG104 Dog Grooming Biology	5 Hours
Total Clock Hours:	150 Hours

While grooming of both dogs and cats are part of our curriculum, grooming of cats is optional. Students may simply note their choice on the enrollment agreement prior to class commencement. We maintain strict guidelines for the handling of pets. We have a ZERO tolerance for animal abuse. Any student caught abusing an animal, defined as inflicting unnecessary pain, or sustained injury to an animal, will be considered for immediate expulsion with no refund of tuition paid.

PROGRAM CURRICULUM

Pro-Groomer Program

PG 101: INITIAL BATHING/BRUSHING TECHNIQUES – 25 Hours

Practice in roughing and preliminary preparation before bathing. Introduction to proper bathing and drying, expressing anal glands and correct application of flea medications. Roughing of dogs will include shaving of pads and sanitary area, clipping nails, use of “Quick Stop,” cleaning ears and use of ear powder and forceps. Students will learn correct brushing techniques to avoid brush burns. Proper dematting of animals will be practiced to minimize or eliminate any pain to the animal during this process. Students will recognize different ways of drying dogs; fluff drying, blow drying, etc.

PG102: GROOMING LAB – 200 Hours

General labs will be spread out throughout the student's entire hours. Initial lab will cover grooming patterns on the Cocker Spaniel, Terriers, Poodles, Bischon Frise, Lhasa Apso, Shih Tzu and other popular breeds. Demonstrations will occur in relation to type of pet available. Guard usage will be introduced. Correct blending and thinning techniques will be shown.

Demonstration on creative grooming with mixed breeds. Scissoring skills will be perfected as well as comprehensive review of all breed groups. Phase 2 will reinforce proper roughing, brushing and dematting. Students will learn to strip matted dog, and understand what blades to use when stripping to avoid injury to the animal. During this time, students will begin and perfect scissoring techniques. The initial level of scissoring will correspond to hours of ability of each student.

PG 103: BOOK AND VIDEO TRAINING – 40 Hours

Students will watch and study numerous video tapes on grooming of different breeds as well as written classroom work including study of All Breed Grooming Book.

PG 104: PET PSYCHOLOGY - 25 Hours

Students will learn how to create a safe environment and positive relationship between themselves as a groomer and the animal they are grooming. Student will learn how to recognize a potentially dangerous animal and when a muzzle is required. Students will learn proper technique to muzzle a dog or cat. Students will also learn the proper use and handling of grooming equipment.

PG 105: DOG GROOMING BIOLOGY – 10 Hours

First-aid techniques will be taught to deal with this matter and breathing problems requiring CPR. A general health overview will be taught such as allergies, heart-worm diseases and ear problems or infections. This will be a combination of lecture, hands-on and video.

PROGRAM CURRICULUM Assistant Groomer Program**AG101: GROOMING LAB – 100 Hours**

Practice in roughing and preliminary preparation before bathing. Introduction to proper bathing and drying, expressing anal glands and correct application of flea medications. Roughing of dogs will include shaving of pads and sanitary area, clipping nails, use of "Quick Stop," cleaning ears and use of ear powder and forceps. Students will learn correct brushing techniques to avoid brush burns. Proper dematting of animals will be practiced to minimize or eliminate any pain to the animal during this process. Students will recognize different ways of drying dogs; fluff drying, blow drying, etc.

General labs will be spread out throughout the student's entire hours. Initial lab will cover grooming patterns on the Cocker Spaniel, Terriers, Poodles, Bischon Frise, Lhasa Apso, Shih Tzu and other popular breeds. Demonstrations will occur in relation to type of pet available.

Phase 2 will reinforce proper roughing, brushing and dematting. Students will learn to strip matted dogs and/or cats, as well as understand what blades to use when stripping to avoid injury to the animal. During this time, students will learn basic scissoring that will be necessary as assistant groomer. The initial level of scissoring will correspond to hours of ability of each student.

AG102: BOOK AND VIDEO TRAINING – 25 Hours

Students will watch and study numerous video tapes on grooming of different breeds as well as written classroom work including study of All Breed Grooming Book.

AG 103: PET PSYCHOLOGY - 20 Hours

Students will learn how to create a safe environment and positive relationship between themselves as a groomer and the animal they are grooming. Student will learn how to recognize a potentially dangerous animal and when a muzzle is required. Students will learn proper technique to muzzle a dog or cat. Students will also learn the proper use and handling of grooming equipment.

AG 104: DOG GROOMING BIOLOGY – 5 Hours

First-aid techniques will be taught to deal with this matter and breathing problems requiring CPR. A general health overview will be taught such as allergies, heart-worm diseases and ear problems or infections. This will be a combination of lecture, hands-on and video.

Note: Some overlap with Pro-Groomer skills may occur. It is necessary that an assistant groomer is aware of all aspects that complete a groom. Additional skills will also allow for a basis to consider moving to professional groomer status at some point during the student’s career.

PROGRAM TUITION

Pro-Groomer Full or Part-Time

Registration Fee:.....	\$ 100.00
Tools & Supplies:.....	\$ 740.00
Tuition Cost:.....	\$ 3,800.00
Tax on Tools & Supplies....	\$ 44.40

TOTAL PROGRAM COST: \$ 4,684.40

--Please see list of tools and supplies to be included as part of above kit—

Assistant Groomer Full or Part-Time

Registration Fee:.....	\$ 100.00
Tools & Supplies:.....	\$ 740.00
Tax on Tools & Supplies....	\$ 44.40
Tuition Cost:.....	\$ 1,900.00

TOTAL PROGRAM COST: \$ 2,784.40

--Please see list of tools and supplies to be included as part of above kit—

All prices for programs are as printed herein. There are no additional costs or supplies necessary for program completion. A Student who needs additional practice or wishes to create additional projects for practice can purchase additional supplies or tools from the School. Each Student is responsible for his/her personal tools and supplies. Extra tools and supplies may be purchased from the School. Tools and supplies are not to be borrowed from another Student or the School unless approval from instructor has been given. Students will want to purchase some form of carrying case, of their choice, to hold the supplies. Any type of case may be purchased at local department or hardware stores. Students can leave case at our facility as long as case is locked.

PAYMENT SCHEDULE

\$100.00 Registration Fee, and student kit is due at the time of signing the enrollment agreement.

The Student has the option of paying the tuition cost: 1) In full by the start of first class 2) Tuition divided into 12 (twelve) 0% Interest-weekly payment with 2 (two) payments due by the start of first class (Student must be paid in full by graduation in order to receive certificates).

The 150 hour program will have similar plans: 1) In full by the start of first class 2) Tuition divided into 12 (twelve) 0% Interest-weekly payment with 2 (two) payments due by the start of first class (Student must be paid in full by graduation in order to receive certificates).

Example of Full-time In-house Student payment schedule (Pro-Groomer 300 hours):

With application fee, student kit and 2 (two) weeks paid in full: Student attends 4 days per week for 6 hours per day average. Student will graduate in approximately 12.5 weeks. Balance of tuition is \$ 3,168.00. Student will make weekly payments (10) of \$316.00 until graduation (0% interest).

-Part-Time Student's in-house tuition payments will be calculated on a per case basis-

With approval of the School Administrator, all payment plans may be modified on a per case basis. Please consult a school representative for details. Substitutions or modification may also reduce cost of required grooming kit.

Pro-Groomer Student Kit includes:

- ¾ High quality, durable Smock in black or teal, monogrammed with "Your Name" and "Pet's Playground Grooming School"
- ¾ Andis AG2 Speed Clipper with #10 Blade
- ¾ Andis #4F blade, #5F blade, #3F blade, #7F blade, #15 blade, #30 blade
- ¾ Snap On Combs: #1 Comb, #1.5 Comb, and #2 Comb
- ¾ Arco Moser Cordless Trimmer with multiple blade settings
- ¾ Comb 7.5 Coarse/Medium Teflon w/ Round Back-Tapered Teeth
- ¾ Soft Wire Slicker Brush (large)
- ¾ 6.5" Shear – Feather light, Curved Ball Tip
- ¾ 8.5" Shear - Feather light, Straight
- ¾ 6" Thinning Shears
- ¾ Professional Nail Trimmer - Standard
- ¾ Matt Breaker De-Matting Comb
- ¾ Hemostats 5" Mosquito
- ¾ Ear Fresh Medicated Ear Powder
- ¾ Ear Care Cleaner
- ¾ Sure Clot Styptic Powder
- ¾ All (160) Breed Dog Grooming Book

EQUIPMENT COST: \$740 + Tax

Assistant Groomer Student Kit has the following changes...

Deletion of 8.5" Shear - Feather light, Stainless Steel, Straight Wonder Edge Addition of extra #10 & #7F Blades which are used heavily by an Assistant Groomer

EQUIPMENT COST: \$740 + Tax

Carrying case is not included. These range from \$8-\$30 at major department stores or home improvement stores. Students should pick out the one that best meets their needs.

*Pet's Playground may make substitutions or additions as necessary.
Alternative equipment may be arranged on per case basis.

ADMISSION REQUIREMENTS

The applicant is interviewed by the Administrator or School Director to discuss the program requirements and content and the Student's reason for application to the school. A tour of the facility will be given. The student must demonstrate their ability to read and comprehend. Foreign students or those unable to read English, will be allowed an interpreter to translate. This is not provided by the school. Tuition and payment requirements are also discussed at that time.

In compliance with the State of Florida, a Student is entitled to a full refund if they cancel within 3 business days of signing the agreement to begin the program. In addition, Pet's Playground Grooming School, Inc., will grant a full refund, if requested, after the 1st class day only, excluding application fee. To qualify, the 1st class day must be completed within 14 days of enrollment. Special situations require the approval of the school administrator.

Students will be furnished records and given a review of academic progress upon reaching 50% of their total hours to complete their respective program. Records will also be available upon graduation. Students will be entitled to a full disclosure of academic progress upon request. Instructor will set an individual appointment with student requesting review.

The majority of all material can be learned via hands-on experience. However, physical ability is critical. For a student to successfully continue a career as a pet groomer, they must have the ability to work with both hands and be able to stand up. Therefore, certain types of handicapped individuals will be discouraged from taking the program if we believe that their success is not possible.

PRO GROOMER CREDIT HOURS

Pet's Playground Grooming School, Inc. reserves the right to offer credit hours in consideration of either previous related pet grooming schooling or related work experience such as that of an Assistant Groomer, Bather/Fluffer, Vet Tech, Hairstylist, etc. Credit hours only extend to the Pro Groomer program. We can extend as much as 75 credit hours against the Pro Groomer 300 hour program depending upon experience or hours completed at another facility. Number of hours to be allowed will be at the discretion of the school administrator. Those with work experience must have verifiable proof that they have worked a minimum of 6 months in a related field to be eligible for any credit hours.

An example of how the credit works is as follows:

Student is offered 25 credit hours for experience.

300 hours – 25 credit hours given = 275 hours to complete program

Each credit hour is \$13.00. 25 credit hours X \$13.00 = \$325 credit

\$3,800 tuition - \$325 credit = \$3,475 final tuition (this does not include student kit, taxes or registration)

CLASS STARTING & ENDING DATES

Anticipated graduation date and program length vary according to the student's schedule. A Student may enter the School at any time. The date of completion is determined by the date of entrance and the frequency of attendance. Full-time status is considered attendance of 5 or more days per week. Standard graduation for full time (5 day) students taking 300 hours is 10 weeks to graduation from first class. This 5 day schedule is based on a total of 6 class hours per day. $6 \times 5 \text{ days} = 30 \text{ hours per week}$. 300 hours divided by 30 hours per week = 10 weeks. This same schedule applies to the Assistant Groomer program. With only 150 hours to complete, this same formula will allow for graduation in 5 weeks.

Part-time students must attend a minimum of 2 days per week for a minimum total of 8 hours per week. A minimum part time Pro-Groomer student is expected to graduate in approx. 37.50 weeks from first class (300 divided by 8 hours per week). A part time Assistant Groomer student is expected to graduate in approx. 18.75 weeks from first class (150 divided by 8 hours per week). Students who wish to complete the program sooner than scheduled may attend additional class sessions WITH prior approval of the instructor. The instructor will determine if the student can handle the additional program load without sacrificing retention and quality of performance.

HOURS OF OPERATION

The business office is open when classes are in session.

Normal business hours are 8:30am to 4:30pm Mon. – Fri.

Classes are in session:

Monday through Saturday 10am to 4:00pm

HOLIDAYS

This school follows holiday patterns similar to most Colleges and Universities. The following are the established holidays. Modifications may be declared at the discretion of the School Administrator.

Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas, New Years Day

All sessions, full or part-time, will not have class during these scheduled holidays unless special arrangements have been made.

*As the retail grooming shop will remain open during most holiday periods, Students may be allowed to continue classes on a per case basis with permission from the School Administrator.

GRADUATION REQUIREMENTS

*A certificate of completion for each program is presented to the Student that has:

1. Successfully passed all required testing in the pet grooming curriculum
2. Attended all class hours
3. Fulfilled all monetary obligations to the School*

*No certificates or endorsements will be issued without payment in full of any money due Pet's Playground Grooming School, Inc. unless student is enrolled in extended financing program.

*Pro-Groomer Students will also receive a "Certificate of Endorsement" acknowledging their ability as a "Finish" Groomer

GRADING

Students are graded during each program of study on a Pass/Fail basis by the instructor's evaluation of the quality of groom, ability to follow standard grooming practice for each breed, and overall ability to follow directions of instructor. The School maintains a certain amount of flexibility in its testing and evaluation of individual Students because the skills acquired are developed through hands-on repetition with the dog and/or cat. The instructor will grade a student on each particular area throughout the program. If the student fails, the instructor will demonstrate the correct procedure and give the student an opportunity to improve on another dog or cat at a later class.

Both written and hands-on examinations will be given at the completion of the program. The examinations are graded according to the following schedule:

A - 90-100 B - 80-89 C - 70-79 D - 60-69 F - 59 or below

If a student has demonstrated a strong desire to achieve success as a pet groomer or assistant, they will not be terminated for failure to acquire skills as evident from the testing or class work. The student may be granted additional hours, *with approval* of administrator and faculty, at no charge, in order to ensure a full grasp of the material taught. The number of hours will be determined by staff and no more than 50 credit hours will be extended at no charge. This will be considered on a per case basis.

STUDENT SERVICES

a. Student Records

Student records are permanently retained by the School and are available to Students upon individual request. Student records will be provided to potential employers only after written request has been made by the Student. Oral endorsement by staff will be provided to any employer seeking information about the student's capabilities.

b. Student Placement

Students are assisted with placement and furnished names and addresses of employment possibilities. Inquiries made to the School from potential employers will be kept on file for review by any student requesting such information. The School will assist the Student with employment to the best of its ability, but cannot guarantee employment. A graduating student receives a certificate of endorsement to present to a potential employer as proof of competency in pet grooming.

RULES & REGULATIONS

a. Attendance/Class Cuts

After three unexcused absences, the Student is counseled by the chief administrative officer and placed on probation. Should the Student reach 5 unexcused absences, a hearing by the chief administrative officer and staff will be held. Both administrator and staff can choose to expel the student with no refund if proof is not furnished by the student which satisfies the excessive absences. Documentation of absence (doctor's note, auto repair bill, etc) is required to excuse an absence unless special arrangements have been made with the school administrator.

b. Tardiness

A Student arriving after attendance has been taken is considered late and will be marked absent unless the instructor considers the reason for tardiness is legitimate. All class time missed in excess of 15 minutes must be made up by the Student prior to graduation.

c. Conduct

Students are expected to conduct themselves in a professional manner at all times. Possession of non-prescription drugs, alcoholic beverages, and disrespectful behavior is considered unsatisfactory conduct and may be grounds for dismissal. A Student who conducts himself in a manner detrimental to the School, staff or other Students will be terminated. Theft of property from the School or other Students is grounds for immediate dismissal. School reserves the right to request a Student to show the content of their carrier or bag as part of a random search for items that have come up missing.

d. Make-up Work

Students who have been absent for any reason are required to make up any missed classes before proceeding to the next program of study. A Student may make up missed time by attending another class in session or at the discretion of the instructor.

e. Probation

Probation periods will last for 30 days from the start of probation. Further infractions will result in a hearing to determine if the student will be allowed to continue at the school.

f. Grades/Certification

A Student who fails the final exam may be allowed additional classes, maximum 50 hours at no charge *per agreement* of faculty and administrator. Student will then have an opportunity to retake the exam. If the Student fails to achieve a passing grade the second time, he/she is counseled by the Chief Administrative Officer as to the advisability of continuing and that if he/she decides to continue, a Certificate or Completion may not be awarded. Beyond additional bonus hours, a student may elect to continue with additional hours at a rate of \$15 per credit hour. This non-refundable fee will not guarantee the Students ability to complete the program.

g. Leave of Absence

A Student may be granted a leave of absence for a reasonable amount of time as determined by the Chief Administrative Officer. A request for a leave of absence must be in writing and the date of expected return must be specified. Student must re-enter within the specified time or notify the School; otherwise Student's contract could be terminated. Additional review hours may be necessary upon return.

h. Re-entry

A Student that has canceled or has been terminated and desires to re-enter the program of study must notify the School and follow the required admission procedures. A Student that was terminated for any reason must have an interview with the Chief Administrative Officer and show cause why he/she should be re-instated. The decision of the Chief Administrative Officer is final.

I. Grievance & Disciplinary Policies

In the event that a student has a grievance with the school in regards to any aspect of the Program that they are in, they may work with the Director of the School in order to resolve the matter to the satisfaction of both parties. If a student grievance is unable to be resolved by both parties, then a student may appeal to the Commission for Independent Education (CIE). The CIE can be reached toll-free at: (888) 224-6684. Address: 325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400.

j. Standard of Satisfactory Academic Progress

Minimum Grades and/or Standards Considered Satisfactory: Students are graded during each program of study on a Pass/Fail basis by the instructor's evaluation of the quality of groom, ability to follow standard grooming practice for each breed, and overall ability to follow directions of instructor. The School maintains a certain amount of flexibility in its testing and evaluation of individual Students because the skills acquired are developed through hands-on repetition with the dog and/or cat. The instructor will grade a student on each particular area throughout the program. Both written and hands-on examinations will be given at the completion of the program. The examinations are graded according to the following schedule:

A - 90-100 B - 80-89 C - 70-79 D - 60-69 F - 59 or below

Probationary period: If a student has demonstrated a strong desire to achieve success as a pet groomer or assistant, they will not be terminated for failure to acquire skills as evident from the testing or class work. The student may be granted additional hours, *with approval* of administrator and faculty, at no charge, in order to ensure a full grasp of the material taught. The number of hours will be determined by staff and no more than 50 credit hours will be extended at **no** charge. This will be considered on a per case basis.

Conditions for interruption due to unsatisfactory grades or progress: If the student fails, the instructor will demonstrate the correct procedure and give the student an opportunity to improve on another dog or cat at a later class.

A Student who fails the final exam may be allowed additional classes, maximum 50 hours at no charge per agreement of faculty and administrator. Student will then have an opportunity to retake the exam. If the Student fails to achieve a passing grade of 70 the second time, he/she is counseled by the Chief Administrative Officer as to the advisability of continuing and that if he/she decides to continue, a Certificate or Completion may not be awarded. Beyond additional bonus hours, a student may elect to continue with additional hours at a rate of \$15 per credit hour. This non-refundable fee will not guarantee the Student's ability to complete the program.

Conditions of Re-entrance: If it is determined that a student with unsatisfactory progress will not improve even with the additional bonus hours, the student may, at the discretion of the Chief Administrative Officer, be terminated. If it is determined that a student is unable to improve and will not be able to fulfill the requirements to become a dog groomer, re-entry into the program will not be an option.

REFUND POLICY

1. Cancellation must be made in person or by certified mail.
2. Grooming Equipment purchased by student is non-refundable. Student is required to make payment in full for any grooming equipment acquired should a balance still remain outstanding.
3. All monies will be refunded if the applicant is not accepted by the School or if the Student cancels within three (3) Business Days after signing the enrollment agreement. The Student Grooming Kit is regarded as a retail purchase. Once opened, it is no longer considered new equipment and is not eligible for refund within the three (3) Business Days. Cancellation after the third (3rd) Business Day, but before the first class, will result in a refund of all monies paid, with the exception of the registration fee and Student Grooming Kit.
4. Cancellation after attendance has begun, but prior to 40% completion of the program, will result in a pro-rata refund of tuition computed on the number of hours completed to the total program hours less a one time \$100 registration fee and exclusion of any interest paid where applicable.
5. Cancellation after completing 40% of the scheduled program hours will result in no refund.
6. Termination Date. The termination date for refund computation purposes is the last date of actual attendance by the Student unless earlier written notice is received. Student must give written notice of intent to cease program within 1 week of last class attended.
7. Refunds will be made within 30 days of termination or receipt of Cancellation Notice.
8. For calculation of potential refunds due, each class hour is equivalent to \$25.00.
9. A student can be dismissed, at the discretion of the Director, for insufficient progress, non-payment of costs, or failure to comply with rules.
10. Any financing by Pet's Playground Grooming School must be paid as per schedule agreed to in "Student Enrollment Agreement." If any part of a payment is more than 10 days late, Student may be charged the lesser of 10% of the payment, \$10.00, or up to the highest amount allowed by law. Payments can be extended for "excused absences" on a per case basis with permission of the Administrator, but payments for missed days of "unexcused absences" will be due at next class attendance.
11. Should a Student on a payment schedule, discontinue the grooming program, regardless of reason, student is responsible for any payments due or past due at the time of the last class attended. No refund of interest paid for financing provided by Pet's Playground Grooming School, Inc, or its subsidiaries will be given. A one time \$100 administrative fee will also be applied to any balance owed or due.
12. Should Student not pay any required installment on time as per this agreement, they will be considered in default. Pet's Playground Grooming School, Inc. may demand the unpaid balance, earned finance charge, plus any attorney fees, collection fees, court fees and interest as allowed by law.