

Total Pet Care LLC

Dog Training and Behavior Mod Waiver

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Please read the following waiver carefully, sign, and return to your trainer in person, via e-mail, fax, or by regular mail with your intake and enrollment forms.

Whether I am enrolling my dog in a Training Program with Total Pet Care LLC(TPC) or addressing a serious behavior problem such as but not limited to aggression, I understand that dog training sessions or private dog training lessons come with an inherent risk. I understand that the following statement will hold true regardless of the training venue to include, but not limited to, my home, TPC, or any "off premises" training I may do with my dog and any member of the TPC training team: I will hold Total Pet Care LLC (TPC), trainers, training assistants, trainer apprentices or employees harmless of any blame, fault, or wrong-doing should myself or my dog, family member, or any other training participant or observer be injured during the course of evaluation or demonstration of dog training techniques with any TPC Trainer, training assistant or trainer apprentice.

I further understand that no child under the age of 10 years will be permitted to handle my dog during a class or private lesson, and that in some instances it is inappropriate for any non-adult to control a dog during training. Determination of ability to physically control any dog will be the responsibility of TPC trainer or assistant trainer. No child under the age of 16 will be permitted to attend the sessions without a parent or guardian. I understand that children attending sessions must be quiet and respectful, or they may be asked to leave the training area.

I further understand that abusive behavior towards a dog by a handler may be cause to terminate the session or private lesson temporarily or permanently with no refund of money due the client. The determination of what constitutes abuse is to be made by a TPC trainer or handler.

I understand that some dogs are not suited to the class environment and may be referred to another program for evaluation at the discretion of the trainer. TPC reserves the right to refuse training to any dog if the trainer determines that the dog causes risk of harm to the trainer, handler, or others.

I also understand that no female dog in heat may attend class. I further understand that I must produce paperwork from my veterinarian as proof that my dog has the required vaccines to enroll in the program or evaluation. Any vaccine

concerns (titers, exclusions, etc.) will be directed to the trainer and handled on a case -by-case basis. I verify that to the best of my knowledge my dog is healthy and free of contagious disease. Should any TPC employee have reason to question the health of my dog upon presentation, I understand that I may be asked to remove my dog from the facility, and produce a health certificate from my veterinarian.

I understand that the extent to which a dog is successfully trained is a function of the interest, time, commitment, consistency, and cooperation of the owner. I acknowledge and agree that there is no guarantee that my dog will achieve the desired level of training, despite the best efforts of the instructor.

Cancellation/Refund Policy:

In order to serve our clients in an expedient fashion, TPC requires 24 hour notice to cancel appointments(outside of emergencies) as we have limited lesson time and group classes are on a “first come and first served” basis. Often, there is a waitlist for open slots for these services. Therefore, “no-shows” are inconsiderate to TPC and other clients when we have held a spot for you. Private Lessons at the facility or your home are reserved time specifically for you; failure to cancel with 24 hours notice wastes time and resources, especially if a trainer has driven to your home. Failure to cancel at least 24 hours ahead of your scheduled appointment or reservation and not keeping that appointment will result in a charge of 50% of your total fee for that lesson. TPC acknowledges that unforeseen circumstances out of our control do happen. Please still notify TPC with in the 24 hour period for a \$25.00 late cancelation fee in emergency situations at TPC discretion.

TPC reserves the right to charge refundable deposits for high demand classes or holiday boarding. There are no refunds for services rendered. Refunds are given on a case by case basis and under extenuating circumstances at TPC discretion. Exceptions are made for Active Duty Service Members with orders. For in-home training services, we require a deposit of at least 50% of your fee at time of check-in. We ask that you notify us if you cannot make your appointment times.

Signature of Legally Responsible Handler _____

Printed Name of Owner _____

Date _____

Dog's Name _____