

General Policy:

I, the undersigned, understand that a variety of tools and techniques may be used to train and modify the behavior of my dog(s), including but not limited to: remote training collar, bark collar, slip lead, muzzle, flat buckle collar, martingale collar, prong collar. I agree that the recommendations made by Island Dog Obedience, LLC of any product or service outside of Island Dog Obedience, LLC is not a guarantee of performance or my satisfaction with the product or service. If an e-collar (remote trainer) is not already included in the program purchased, and the trainer reasonably determines that an e-collar is required in order to most successfully complete the program, I understand that the e-collar comes at an additional cost of \$200.00 U.S. Dollars, which amount shall be due prior to the continuation of any training. Island Dog Obedience, LLC agrees to notify me upon its reasonable determination that the remote trainer is required to successfully complete the program. I acknowledge and agree that failure to timely pay the additional cost for the remote trainer shall result in a potential cancellation of my dog(s) participation in the program and will be subject to the cancellation and refund policies as stated below.

I acknowledge that the role I play in my dog's learning process is integral to achieving desired results. I acknowledge that it is my responsibility to continue working with my dog daily in order to maintain the gains made during training, and it is my responsibility to properly and humanely use the tools and techniques I have been taught in order to achieve the desired results. I further acknowledge that although Island Dog Obedience, LLC shall use commercially reasonable efforts to achieve a sound level of obedience, control and behavior modification of my dog(s), I acknowledge and agree that there is no 100% guarantee that my dog(s) will achieve the desired level of training or be cured of its behavior issues, despite the commercially reasonable efforts of the trainer.

I hereby assign and grant to Island Dog Obedience, LLC the right and permission to use, reproduce, distribute, and publish the photograph(s), video and audio recordings, and electronic representation(s) made of me and/or my dog(s) at any time during the training and/or boarding of my dog(s). I further release Island Dog Obedience, LLC from any and all liability resulting from such use, reproduction, distribution, and publication. I hereby waive any right to seek any compensation for any of the foregoing.

Refund Policy:

I understand that payment for services must be paid in full prior to beginning any training program. I may reserve a training date for the board & train program with a \$100 non-refundable deposit, however I understand that training will not begin until payment is complete.

Lessons Cancellation - I understand that cancellation of a lesson must be done 24 hours prior to a lesson in order to not incur any penalty. If a 24-hour notice is not given for a cancellation, I will be charged that lesson. I further understand that if payment for the

Island Dog Obedience, LLC

remote trainer is due, training will not continue unless payment for the remote trainer has been received. I understand that if I am not satisfied after a first lesson and choose to not continue with lessons, a full refund will be issued upon return of any training equipment provided. If I complete two lessons and choose to not continue, a refund will be issued for the remaining lessons upon return of any training equipment provided. No refunds will be issued after three or more completed lessons.

Lessons

Cancellation - I understand that cancellation of a lesson must be done 24 hours prior to a lesson in order to not incur any penalty. If a 24-hour notice is not given for a cancellation, I will be charged that lesson.

Lateness, No call/no show - If I do not call or show up for a lesson, I will be charged that lesson. Two no call/no shows will result in cancellation of training and no refund issued. Exception will be made for emergencies only.

If I am more than 15 minutes late to a lesson, the lesson will be cancelled and I will be charged for that lesson. Exception will be made for emergencies only.

Board & Train

Coordination for pick-up and drop-off for the board & train program will be made between the trainer and me. At the completion of the board & train program, if I am more than 30 minutes late for the hand-off (“turnover”) appointment, it will be canceled and rescheduled, and I will be charged a \$40 boarding fee per day until the rescheduled appointment day. The training fee (minus \$100 deposit) is refundable up to 10 days prior to my dog’s scheduled drop-off date. If I cancel inside the 10 days prior to the schedule drop-off date, no refund of the deposit will be given, except in cases of emergency, and will be given at the sole discretion of Island Dog Obedience, LLC.

I acknowledge that if the trainer feels that I will not listen to training advice, follow sound instructions, or implement training tools in a safe and humane manner, Island Dog Obedience, LLC can, at its sole discretion, choose to cancel the training contract and issue a partial or no refund. No refund will be given after completing a training program. I have carefully read and reviewed the terms and conditions of this policy. I understand it fully and I execute it voluntarily.

Client Signature: _____ Date: _____

Client Printed Name: _____

Release and Hold Harmless Agreement

I, the undersigned, have enrolled myself and my dog(s) in private dog training sessions, seminar and/or board & train program offered by Island Dog Obedience, LLC. Island Dog Obedience, LLC endeavors to create as safe an environment as possible, however I acknowledge that participating in dog training involves certain risks including, but not limited to, injuries, death, property damage or other harm to me, my dog(s), or other dog(s). I accept and voluntarily assume all risks of any bodily injury, death or property damage arising out of or related to my participation in a Island Dog Obedience, LLC training program, regardless of whether or not caused in whole or in part by the negligence or other fault of Island Dog Obedience, LLC, its officers, directors, owners, managers, employees, representatives, agents, consultants, contractors, successors and assigns (collectively, the "Released Parties").

I hereby agree for myself and for my heirs, executors, administrators, successors and assignees to (i) forever release, waive, discharge the Released Parties from all liability, actions, causes of action, claims and demands for or by reason of any and all loss, suffering or damage I may have and any claims or demands I may have on account of injury to my person or property (including, but not limited to, my dog(s)) or my person, dog(s) and/or property of others, including death (collectively, "Claims")), arising out of or related to my dog(s) participation in the any of the training and/or boarding programs provided by Island Dog Obedience, LLC, whether caused by the negligence of Island Dog Obedience, LLC, or any other of the Released Parties, or otherwise, and (ii) indemnify, defend, hold harmless and reimburse Island Dog Obedience, LLC and each of the other Released Parties from any Claims, including attorney's fees, that Island Dog Obedience, LLC or any of the other Released Parties may incur arising directly or indirectly out of my dog(s) participation in the any of the training and/or boarding programs provided by Island Dog Obedience, LLC, whether caused by the negligence of Island Dog Obedience, LLC, or any of the other Released Parties, or otherwise.

I authorize Island Dog Obedience, LLC, in its sole discretion, to seek veterinary care for my dog(s), and to make medical decisions, at a veterinary hospital of the trainer's choice, at my sole cost and expense. Island Dog Obedience, LLC agrees to notify me immediately upon seeking veterinary care for my dog(s). I further agree to immediately reimburse Island Dog Obedience, LLC, or any of the Released Parties for all expenses, (including, but not limited to, veterinary, medical and legal expenses) incurred as a result of any injury or damage to property caused by my dog(s).

I have carefully read and reviewed this Release and Hold Harmless Agreement. I understand it fully and I execute it voluntarily.

Please check one: I DO I DO NOT carry pet insurance for my dog(s) being trained/boarded.

Island Dog Obedience, LLC

Client Signature: _____ Date: _____

Client Printed Name: _____

