

Dog Training Services Waiver and Policies

Waiver of Liability & Informed Consent Release

I, the Releasing Party, have enrolled myself and my dog in dog training classes, private consultations, walk+train, workshops or other related activities (training) offered by Dynamic | Canine Behaviour & Aggression Specialists ("DYNAMIC"), The Released Party.

By signing hereunder or submitting payment for services, I certify that I have been informed and understand that there is always some unavoidable risk of injury involved when working with animals, especially animals with behavioral issues. I acknowledge that dogs can be inherently difficult to control and that not all dogs will be under control at all times resulting in the possibility of injury to myself, my dog, my family members, or third parties. Additionally, I have had full opportunity to discuss all concerns I have about the foregoing risks with DYNAMIC and its authorized representatives. I have also made all inquiries and investigations to my satisfaction related to such risks, including, but not limited to, an examination of the training area (if applicable). I hereby accept and assume, without reservation, all risks associated with my participation in the training, including, but not limited to: the risks of any and all injuries to myself, my dog and any of my family members or third parties who may attend; the risks that my dog may cause injury to other persons and/or dogs while training.

As lawful consideration for participating in the training, I, for myself, my heirs, executors, administrators, legal representatives, successors and assigns hereby waive, release, discharge and agree not to sue and to indemnify, defend and hold harmless DYNAMIC and their members, managers, agents, and employees from any and all injuries, losses, claims and damages to any person or persons of any nature whatsoever, including claims arising from the Released Party's own negligence, and all costs associated therewith, including attorney's fees, court costs and consultant fees, arising from my participation in the training.

Photo & Video Release

In submitting the registration and/or payment, clients agree to release photo and video to the ownership of DYNAMIC for promotional or educational purposes.

This Waiver of Liability & Informed Consent Release shall be legally binding on the Releasing Party. Should the Releasing Party assert a claim to the contrary to what has been agreed to in this Waiver of Liability and Informed Consent Release, the claiming party shall be liable for all expenses (including attorney's fees, court costs and consultant fees) incurred by both the Releasing Party and the Released Party. No waiver or modification of any provision herein shall be valid unless expressly agreed to in writing by both the Released Party and the Releasing Party. If any one or more of the provisions herein is found to be unenforceable or invalid, that shall not affect the other terms and provisions hereof, which shall remain binding and enforceable.

POLICIES

GROUP CLASS + PRIVATE CONSULTATION POLICIES

By submitting payment you are agreeing to the following policies:

These guidelines are designed with client and dog safety in mind, and when followed create a cooperative and cohesive training experience through which students and dogs can most effectively learn.

- In group classes, dogs not enrolled in training are not permitted in the training area. Please leave all other pets at home.
- A person may only handle one dog during training. If two dogs from the same household are enrolled another handler must be present.
- Dogs must remain on leash at all times unless clients are otherwise instructed.
- Ill, contagious, and in-season dogs are not permitted in the training area.
- All behavioural concerns must be disclosed prior to the initial training session.
- Corrective training techniques or equipment such as choke, slip, prong or shock collars are not permitted unless disclosed prior to the session.
- All vaccinations and/or titres must be up to date according to your veterinarian's recommendations.

WALK + TRAIN AND MONTHLY PACKAGE POLICIES

In addition to the above, please note the following policies specific to our walk + train program:

- Training walks may take place in your home, neighbourhood, or other public areas. We may use our vehicle to safely transport your dog to the training location. If you prefer your dog does not travel in the car, please advise us prior to the first session.
- Please ensure you provide all necessary equipment for walking your dog and advised us where to find it. We will not go into rooms, cupboards, closets etc unless advised and the walk may be cancelled if we are unable to find their walking equipment. This includes but is not limited to; collar, leash, harness, treats, poo bags, etc.
- Basic and advanced training skills will be addressed, please advise us if you have specific concerns you would like us to work on during our time with your dog.
- Unused/Cancelled/Missed walk + train or other package sessions do not carry over into the following month. It is the client's responsibility to schedule unused/cancelled/missed sessions within the applicable month.

Registration, Payment, and Booking

- Private sessions and class spots are filled on a first-come-first-served basis. Spots are not held until payment is received.
- Payment must be received within two days of receiving the invoice lest the tentative appointment be canceled, or spot forfeited.
- All services are non-transferrable/non-refundable. Refunds will not be offered for unused sessions, missed classes, etc.
- Sessions are booked through our online calendar.
- Please note, it is your responsibility to book your training session based on your dog's progress. It is crucial to your dog's success to complete any required homework between sessions. In most cases, sessions should be booked no more than two or three weeks apart.
- Purchased sessions or packages expire 6 months from purchase date, unless otherwise stated.
- Monthly packages (including Walk + Train) are valid for 30 days from the date of purchase.
- To change or cancel your monthly or walk + train package we require 30 days notice.
- Regular weekly sessions or walk + train sessions, including monthly package sessions must be scheduled no later than the Sunday start of each week. Your preferred time/day may not be available if you schedule past this deadline.

Cancellation Policy

- To maintain a high level of service we are unable to offer refunds or credit within 48 hours of your scheduled session.
- Cancellations in advance of 48hrs may reschedule without penalty, but no refunds will be offered.
- In the case of any cancellation on the part of DYNAMIC, the instructor will contact the clients scheduled for the affected session by phone and/or email and the session will be rescheduled. Sessions or group classes may be cancelled in the event of inclement or unsafe weather conditions and a make-up date will be scheduled.
- No-shows/late cancels will not be refunded or credited.

PLEASE NOTE:

As dog training professionals, our schedules inherently conflict with the ability to answer phone calls. The bulk of our clients see us in their free time, typically in the afternoons or evenings. This is also a peak phone call time for our trainers. For our safety, and respect to our client's time, we are unable to answer phone calls while training. We understand that this can result in ongoing 'phone tag'. To eliminate this frustration, we request clients utilize our website to book sessions and register for classes. For other matters, please email or text to contact us. We offer a phone consultation service; if you would like to speak to one of our professionals over the phone or on skype, please book through our website.