



## THE DOG CONNECTION

### **CLIENT CONTRACT AND WAIVER OF LIABILITY**

Up-to-date prices are available on [www.thedogconnection.ca](http://www.thedogconnection.ca). Prices are subject to change at any time. Payment must be prepaid before the start of any service with The Dog Connection unless agreed upon in writing prior to training. In the event that a payment is not paid in full, The Dog Connection is authorized by the client to charge the remaining balance to the credit card on file. The client understands that they are responsible for payment in full regardless of whether they choose to complete the training program.

#### **Cancellation and Refunds:**

There is a 24-hour cancellation/rescheduling policy for all private services. No refunds or make-up sessions will be provided for clients cancelling with less than 24 hours notice. No refunds or make-up sessions are provided for any and all missed group class programs unless agreed upon in writing, services expire after 1 year from the date of purchase and are unable to be redeemed or refunded after that time.

#### **Photos and Recording, Grand of Rights:**

The client/participant must not take photos, video recordings or audio recordings at any time during any service unless first agreed upon by the trainer. The client/participant authorizes The Dog Connection to freely use any photos and recordings of them or their dogs for the purposes of social media, advertising, website content, online videos, courses and publicity.

#### **Safety:**

An up-to-date dog license (if required by your city/municipality) and identification tags must be worn by the Client's dog (the trainee) at all times while participating in any and all programs and services. If the Client's dog (trainee) at all times while participating in any and all programs and services. If the Client's dog (trainee) has a history of aggression towards other dogs, people, children and other animals the dog must wear a basket muzzle at all times, during any and all services if requested to do so by the trainer. Fabric muzzles, bungee leashes and extendable leashes are prohibited during any service. The Client/Participant's dog must be on a leash and safety restrained upon the Trainer's arrival and/or on the Client's arrival when participating in any and all programs and services.

#### **Health:**

Dogs must have received their first two sets of core vaccinations including kennel cough (parvovirus, distemper, parainfluenza, DHPP and Bordetella), and stay up to date with all vaccinations and boosters. Dog over 4 months of age participating in any group class program and socialization program must have received their rabies vaccine and stay up to date. Puppies participating in Private Training must be a minimum of 8 weeks of age and must have received their first set of core vaccinations. Dogs presenting

with fleas, or puppy warts (Canine Papilloma Virus) must not participate in group and socialization programs. A dog must not participate in any program if it is wheezing, sneezing, vomiting, diarrhea, a runny nose or showing any other signs of illness or contagion. The Dog Connection may choose to refuse service or remove you and your dog from any program at any time if your dog presents with any signs of illness, without reimbursement for the program.

#### Emergency Veterinary Treatment:

In the event of a medical emergency, The Dog Connection may choose, and at our discretion, to transport your dog to a veterinary clinic or 24-hour veterinary clinic. You are responsible for any and all veterinary care and costs your dog receives. If the clinic refuses to offer care to your dog for any reason, The Dog Connection is not responsible. If The Dog Connection may choose to pay for any treatment due to the emergency, you, the Client/Participant, will reimburse The Dog Connection in full immediately.

#### Results:

The Trainer agrees to apply her professional skills and knowledge to the best of her ability to achieve the Client/Participant's goals for its dog (trainee). The parties explicitly acknowledge and agree that there is no guarantee of success.

#### Electronic Signature:

If signing electronically, by submitting this form, the client agrees to the use of their electronic signature in lieu of an original signature on paper.

#### Liability Waiver:

##### 1. ACKNOWLEDGMENT OF RISK

By its nature, dog training of all kinds involves inherent risks to the dog trainer, owners, dog trainee, and all those present. These risks include injury to the dog trainee, other dogs, animals and people that may be present during such training, whether such injury is physical or mental in nature. The dog trainee may cause injury and damage to themselves, the dog trainer, people involved in the dog training, other dogs involved in the dog training, wildlife and property.

##### 1. ACCEPTANCE OF RISK

Training may result in serious injury to those present, the dog trainer, and the dog trainee, even to the point where the life of the dog trainee is threatened. While the dog trainer will exercise a reasonable duty of care toward the dog trainee, there will be circumstances beyond the reasonable control of the dog trainer, for which the dog trainer can not accept liability, and which the owner of the dog trainee must acknowledge before training commences.

##### 1. WAIVER OF LIABILITY

Client(s) / owner(s) of the dog agrees herein to save The Dog Connection and the Trainer harmless from any legal action or suit arising from The Client/Participant's dog (trainee) conduct or actions while under the care and control of The Dog Connection and the Trainer, or otherwise, and to indemnify said The Dog Connection and the Trainer for any and all costs, both direct and indirect, arising from such an incident.

I FULLY UNDERSTAND THE ABOVE WAIVER/RELEASE AND AGREE THAT BY SIGNING ELECTRONICALLY OR BY ORIGINAL SIGNATURE I AM SETTING MY HAND HERETO, DELIVERING MY SIGNATURE FREELY, VOLUNTARILY AND UNCONDITIONALLY.

---

Print Name

---

Dog's Name (trainee)

---

Signature

---

Date Signed