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Contract

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Owner Name:** |  |  | **Address:** |  |  |  |
| **Dogs Name:** |  |  | **City, State, Zip:** |  |  |
| **Owner Name:** |  |  | **Home Phone:** |  |  |
| **Dogs Name:** |  |  | **Cell Phone:** |  |  |
| **Breed:** |  |  |  | **Email:** |  |  |  |
| **Age:** |  |  |  | **Current on Vaccinations: Yes No****(please bring copy)** |

**Training Package:**

* + Gold
	+ Platinum
	+ Single Lesson
	+ Board and Train

**Payment Information:**

Payment Method: CASH Venmo. PayPal OTHER:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Payment Date:

**Terms and Conditions:**

\_\_\_\_\_\_\_No Refunds for Training Packages after 72 hours or for unused portions of expired packages. We have a 72-hour refund policy on all contracts, packages, and training agreements. Your written notice of cancellation must be submitted within 72 hours of contract signing. Payment will be refunded using the same method used for payment.

\_\_\_\_\_\_Multiple dog discounts: A multi-dog discount may be available when purchasing multiple training packages for two or more dogs from the same household, at the at the same time. One package per dog.

\_\_\_\_\_\_We cannot give promises, time limits, or guarantees of any kind. Successful dog training includes learning our vocabulary and techniques, get adequate professional dog training, daily practice during and after training with us, daily consistency, multiple owners being on the same page, socialization, ongoing guidance, follow-up evaluations, the health and age of the dog and more.

\_\_\_\_\_\_We can’t “go home with you” to monitor daily training, consistency, or the dog's environment. Based on these critical factors, we’re unable to offer promises or a “Money Back Guarantee” on training packages, board & train packages, semi-private or private sessions, out & about sessions, group class, or any combination of these. Successful dog training requires daily practice on a long-term basis to be successful.

\_\_\_\_\_\_Dog owners must notify the trainer and the office in writing (with complete documentation) within 48 hours in the unfortunate event your dog is stolen, lost, becomes ill, is injured or dies, and these situations will be handled on a case-by-case basis.

\_\_\_\_\_\_If you decide to give your dog back to a breeder, shelter, or rescue organization after purchasing a training package or completing some or all of the training, no refunds will be given and remaining training, if any, is not transferable to another dog.

\_\_\_\_\_\_If you move out of the area after you’ve purchased a training package, or before you’ve completed one, no refunds will be given, and the package or remaining training is not transferable to another dog.

\_\_\_\_\_\_No refunds for paid evaluations if you have started and/or completed the evaluation, are a no-show, arrive late, or cancel with less than a 48-hour notice. Evaluation fees will not be deducted from the cost of any training package or other purchase.

\_\_\_\_\_\_Scheduling: Please make every effort to schedule your training appointment for a day and time that will work for you. Once an appointment is booked, unless we hear otherwise, we expect you to be available.

\_\_\_\_\_\_Cancellation and no-show: You must be available or cancel with a full 48-hour notice. If you’re unable to keep your evaluation or training appointment for any reason, we require a full 48-hour notice to both your trainer and and an email and call to the office. If you are a no-show or fail to cancel in time, your training session will be forfeited.

\_\_\_\_\_\_In the event of a true emergency, please contact your trainer immediately. We will handle your situation on a case-by-case basis. Lack of childcare, getting stuck in traffic, and failure to check emails and/or text messages are not valid reasons to miss your appointment.

\_\_\_\_\_\_Our Cancellation Policy allows us sufficient time to contact another client who may be waiting for a training session. If your training session is included in a package or gift certificate, failure to cancel by phone without a 48-hour notice will void that session.

\_\_\_\_\_\_Lateness: Clients who arrive late for evaluations and private training sessions will have a shorter appointment time.

\_\_\_\_\_\_Handlers who participate in group classes may not use electronic devices during training. Cell phones must be turned off or silenced. Please, no harnesses, retractable leashes, or gentle leaders at evaluations, semi-private or private sessions, or at group classes. Do not bring children, guests, or other dogs to group classes.

\_\_\_\_\_\_Dogs in heat are not allowed in the facility for a minimum of 21 days. No exceptions.

\_\_\_\_\_\_ I hereby certify that my dog(s) is/are in good health and have not been ill with any communicable condition in the last 30 days.

\_\_\_\_\_\_ I understand that I am responsible for any harm or damage caused by my dog while my dog is in boarding with Complete Canine TX.  I shall indemnify and hold harmless Complete Canine TX (or its parent corporation Jimmy Nikolopoulos or Tiffany Nikolopoulos) for any claims made against the corporation for losses or damages of any kind suffered by Complete Canine TX as a result of my failure to inform Complete Canine TX of any pre-existing condition of the dog (such as illness or aggression problems.)  I understand and agree in admitting my dog to Complete Canine TX, the facility has relied on my representation that my dog is in good health and has not harmed or shown aggressive or threatening behavior towards any person or any other dog.

\_\_\_\_\_\_ I understand and agree that Complete Canine TX will not be liable for problems, damage, or injury caused by my dog provided reasonable care and precautions are followed by the staff.  I understand that Complete Canine TX is fully insured.  I release Complete Canine TX of any liability arising from my dog’s attendance and participation in boarding.  I understand boarding are places where animals may co-mingle in groups.  I understand my animal may be placed in a crate for "time outs" or if injured in daycare. I understand when dogs play in groups, nicks and scratches may occur.  If an injury occurs and is not serious, daycare staff may or may not notify me immediately.  If the injury is not serious, staff may determine it is okay for the dog to stay until the end of the day and then will inform me about it when I pick up my dog.  If the injury is serious, I will be notified immediately.

\_\_\_\_\_\_ I understand and agree that any problem or injury that develops with my dog will be treated as deemed best by Complete Canine TXat their sole discretion, and that I assume full financial responsibility for any and all expenses involved. I recognize that there are inherent risks of illness or injury when dealing with animals. Such risks include, but are not limited to, problems resulting from rough play and kennel cough (doggy colds).

\_\_\_\_\_\_ I understand and agree that any problem or injury that develops with my dog will be treated as deemed best by Complete Canine TX at their sole discretion, and that I assume full financial responsibility for any and all expenses involved.

\_\_\_\_\_\_ I, as the owner, agree to be solely responsible for any and all acts or behavior of my pet while in the care of Complete Canine TX. If my pet should become ill or seem to be in need of medical consideration, Complete Canine TX reserves the right to administer aid and/or to use any available veterinarian.  I, the owner, shall pay any expenses so incurred.

Initial EACH ONE, I acknowledge my understanding and acceptance:

\_\_\_\_\_\_ I certify that I have read and understand the policies of the center as set forth on the proceeding pages and that I have read and understand the conditions and statements of this agreement

Requested first date to start training.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_