

## **UpDog Pet Services – Dog Training Service Agreement**

**This agreement ("Agreement") is made effective as of \_\_\_\_\_, between \_\_\_\_\_ ("Owner") and UpDog Pet Services ("Company"), for the provision of dog training services.**

### **Services Provided:**

Company agrees to provide dog training services to Owner on-site at Owner's home. These services include, but are not limited to, behavioral assessments, training sessions, and guidance on obedience commands.

### **Owner Responsibilities:**

1. The Owner agrees to work with the dog(s) 7 to 12 times a week to reinforce all cues taught. It is recommended to spend approximately 20 to 30 minutes per day per dog on training exercises.
2. The Owner understands and agrees that they are being trained to train their dog(s). Without 100% cooperation with the trainer, the dog(s) will not be effectively trained.
3. Owner may postpone any scheduled lessons by providing twenty-four (24) hour notice to the Company. Missed appointments without 24-hour notice will incur a full visit charge.

### **Payment and Refund Policy**

Owner agrees to pay the full cost of the training package prior to, or during, the first scheduled lesson.

Refunds for unused lessons are available **until the earlier of:**

1. **The completion of the third lesson, or**
2. **Thirty (30) days after the first lesson**

After either of these conditions is met, **all remaining lessons become non-refundable** but will remain valid for up to **ninety (90) days** from the date of the most recent completed lesson. Used lessons are non-refundable.

If more than ninety (90) days pass without communication or scheduling of further lessons, any unused lessons may be forfeited unless the Owner contacts the Trainer to make alternate arrangements in advance.

### **Equipment:**

Owner will be responsible for purchasing all necessary equipment recommended by the trainer for training the dog(s).

### **Liability Waiver:**

The Owner acknowledges and agrees that the Company is not liable for any injury or damage caused by the dog(s) during or after the training sessions.

**Health and Vaccination Requirements:**

Owner acknowledges that the dog(s) must be up to date on vaccinations and in good health to participate in the training sessions.

**Confidentiality Clause:**

Any information shared during the training sessions, including personal details about the Owner or the dog(s), will be kept confidential by the Company.

**Duration of Sessions:**

Sessions will last between 45 minutes and 1 hour, depending on the endurance, engagement, and aptitude of the dog. The Trainer will make every effort to answer any and all questions the Owner may have before ending a training session early.

**Weather-Related Cancellations:**

In the interest of ensuring effective training and a comfortable experience for both clients and their dogs, outdoor lessons may not take place when there is significant precipitation, excessive wind, or when the Real Feel temperature is below 32°F as determined by Weather.com on the day of the lesson. If outdoor lessons need to be rescheduled due to weather, we will contact you as soon as that decision is reached to notify you and reschedule the training session.

**Behavioral Expectations:**

While working together, it's important for the Owner to maintain a calm and positive demeanor, providing clear communication and consistency. For the dog(s), we understand that each has its own unique personality and challenges. We aim to create a safe and supportive environment, focusing on encouraging desirable behaviors and addressing any issues with patience and understanding.

**Program Expiration Policy:**

Clients are required to maintain consistent communication and schedule lessons in a timely manner. If a training program is inactive for 90 consecutive days following the last completed lesson, the client will forfeit their right to any remaining lessons in the package. Additionally, no refunds will be issued for any unused portion of the program if it becomes inactive for this period. Exceptions to this policy will only be considered under extenuating circumstances, at the discretion of the trainer.

**Training with Minors or Family Members with Special Needs:**

Clients are encouraged to involve minors or family members with special needs in the training sessions, recognizing the importance of their inclusion in the family dynamic. However, all minors must be accompanied by a responsible adult who can provide supervision. If a child has difficulty staying engaged for the full session, we recommend having a backup plan in place to keep them occupied so that training remains productive for everyone.

**Termination Clause:**

This Agreement may be terminated by either party under the following conditions:

- If either party breaches any provision of this Agreement and fails to remedy such breach within 7 days of receiving written notice.
  - If either party becomes insolvent or bankrupt.
  - If either party engages in conduct that is unlawful or brings disrepute to the other party.
- Termination of this Agreement shall not relieve either party of any obligations accrued prior to termination.

**Modification Clause:**

Any modifications or amendments to this Agreement must be made in writing and signed by both parties.

**Governing Law:**

This Agreement shall be governed by and construed in accordance with the laws of New York State.

**Entire Agreement:**

This Agreement contains the entire understanding between the parties and supersedes all prior agreements and understandings, whether oral or written, relating to the subject matter hereof.

**Signatures:**

Both parties acknowledge that they have read and understood this Agreement and agree to abide by its terms and conditions.

**Owner's Signature:** \_\_\_\_\_

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

**Trainer's Signature:**



**Training package and Cost:** \_\_\_\_\_