

## Terms & Conditions for Dog Training Services, Programs & Classes, and Care Services

### Waiver & Release of Liability



*1. Pawsitive Vibes YYC will endeavor to create as safe an environment as possible for the training of my dog(s) and will offer only sound, safe, and responsible training and training instructions that abide by their certification code of ethics. I understand the inherent risks of: caring for, overseeing, training or otherwise handling a dog, including but not limited to the risk of dog bites to myself or others. I represent and warrant that I have provided Pawsitive Vibes YYC with full and complete, accurate information regarding any bite history and similar incidents or hazardous tendencies of the dog(s) in my care, and that I will update that information if it changes for the duration of services. I understand that I am and will remain responsible for the actions of my dog(s) at all times, and I hereby agree to indemnify, release, and hold harmless Pawsitive Vibes YYC, of any and all claims, whether made by myself or any third party, of injury, expense, costs, or damages caused by my dog(s). I understand that the recommendation of any other product or service is not a guarantee of my satisfaction with that product or service. This contract, together with language expressly incorporated into it in writing, is the full and complete agreement between me and Pawsitive Vibes YYC. A complete and accurate copy of this contract is as valid as the original. This contract is made valid by in-person signatures, electronically signed signatures, electronically checked "yes" agreement or consent boxes affirming I have read this contract in it's entirety, or upon receipt of a signed, scanned copy by email.*

*I hereby agree to abide by the rules and policies of Pawsitive Vibes YYC training classes as set forth in this contract. I understand that attendance of dog training classes is not without risk to myself, members of my family, guests who may attend, or to my dog. In consideration of, and as inducement to the acceptance of my application for training membership in this training class, I hereby agree to indemnify, release, and hold harmless Pawsitive Vibes YYC its officers, directors, instructors, agents, employees and/or representatives of any and all claims made by myself or any member of my family, or accompanying guests of mine, or any other third party, of injury, expense, costs or damages to myself, my dog or any handler sponsored by me both in class and out of class. In addition, I agree that I will defend and indemnify Pawsitive Vibes YYC for any injury, expense, costs or damages to any dog handlers or dogs, whether sponsored by me or not, or to third parties arising out of my own actions or the actions of my dog.*

*2. In-Home and Day Training Service additional agreements: I authorize Pawsitive Vibes YYC and it's agent(s) to enter my home during agreed upon days and hours for the purpose of training my dog. I authorize Pawsitive Vibes YYC to take my dog off my property during the agreed upon days and hours for the purpose of training my dog. I authorize emergency medical care to be provided for my dog(s) by the closest available emergency veterinary clinic, or an appropriate alternate to be determined by Pawsitive Vibes YYC. I will reimburse Pawsitive Vibes YYC for*

*any charges related to emergency care, including office visits, procedures, medications, surgeries, etc.*

#### **Photo & Video Release for Media, Training or Marketing Purposes**

*3. I grant permission to Pawsitive Vibes YYC the irrevocable right to use my photograph(s), likeness and voice, including via video, and those of my dog(s) and of any minor children of mine who may have been photographed or recorded, during services for instructional purposes of me, my household, other clients, or promotional/marketing purposes. I hereby release Pawsitive Vibes YYC and its legal representatives and assigns from all claims and liability relating to said photograph(s), video(s), likeness and voice, indicated by confirmation agreement to the terms & services. Any privacy concerns by Client or Client's guests are of course important to us. In the event of any objection to photo or video usage, Client shall notify Pawsitive Vibes YYC in writing prior to the service start and Pawsitive Vibes YYC will make appropriate accommodation.*

#### **Cancelations & Rescheduling**

*4. For private coaching and in-home services I understand that I must provide notice to reschedule an appointment no later than one business day prior to service date. Appointments canceled in less than one business day will be considered voided with no option to reschedule. I understand that services must be rescheduled within 7 days of the original booking date or will be considered void. No refunds will be provided in any circumstance.*

*For classes, or group programs, I understand that any missed class will not be able to be rescheduled, and may result in an incomplete fulfillment of class requirements where no graduate certificate may be provided on the instructor's discretion. Refunds will not be provided in any circumstance. I understand that if I am dismissed from a class due to my own, my attendees, or my dog's behaviour, the session is considered voided.*

*Care Services (walks/boarding/drop-in care) must be canceled no less than 1 business day prior, in observance of the business days and times of operation at time of service date. Cancellations outside of office hours/under the required time allowance will result in a full service charge. Care services may incur additional charges for house soiling, vehicle soiling, destruction of property or elevated needs/supplies. Pawsitive Vibes YYC is not responsible for lost/damaged property including dog gear worn on walks.*

##### **1. Flight Travel Requirement:**

*If you're flying for travel, you are required to either book an extra day for boarding as we will no longer schedule same-day pick ups, or you have confirmed with us (prior to your stay) a family member who is available to ensure your scheduled pick up date/time.*

*2. Confirmed Pick-Up and Drop-Off Times: Pick-up and drop-off times for care services must be confirmed prior to service start.*