

# Client Agreement

For good and valuable consideration, the parties agree as follows:

**Scheduling:** We require 50% deposit at the time of scheduling to reserve your requested service. This deposit is refundable as long as you cancel 72hr before booked service. If you fail to give enough notice you will not receive your deposit back. However, you will have a credit and can use your funds forwards a future service.

## *Overnight Services*

*Pet sitting:* Training agrees to provide care within 30 minuets of requested time. Trainer agrees to not to share clients address or home access information. Trainer agrees they will be the only one in the home unless agreed otherwise. Trainer agrees to lock/set alarm overnight and when away if requested. Trainer will not be held responsible for damages/ injuries!. Trainer agrees to notify client upon arrival and departure. Trainer agrees to complete 15hr service straight unless discussed otherwise.

*Accommodations:* Client provides their own food, medication and walking equipment unless discussed otherwise. When Boarding Trainer will provide bedding, toys, food/water bowls, treats and crate if requested by client.

*Boarding:* Trainer provides pick up and drop off free of charge to all client within a 10mi radius of Lake Arrowhead California. This is a 24hr service. Clients assume all risks and will be held responsible of damages and injuries' unless discussed otherwise. Client AND Trainer agree that all animals in the home are fixed and up to date on required vaccines. Trainer agrees to clean space in between each client.

*Private Training:* Trainer guarantees the use of positive reinforcement training with NO harsh punishment methods. Trainer will make every reasonable effort to help Client achieve training and behavior modification goals but makes no guarantee of Dog's performance or behavior due to canine natural behaviors and follow through required by the pet parents. We do not accept refunds for training but you can exchange for other services we offer.

*Cancellation Policy:* We require a 72hr notice if client wants to cancel and still receive a full refund. If within the 72hr client will have a credit they can use towards a future service but will NOT receive a refund.

*Liability:* Trainer is currently insured through Trupanion 2024 home plan. If Dog causes property damage, or bites or injures any dog, animal or person (including but not limited to Trainer and Trainer's agents), during or after the term of this Agreement, then Client agrees to pay required costs. If Dog is injured in a fight or in any other manner during the term of the Agreement, Client assumes the risk and agrees that Trainer should not be held responsible for any resulting injuries, losses, damages, costs or expenses. However, Trainer's duties hereunder shall terminate if (a) in Trainer's sole judgment Dog is dangerous or vicious to Trainer or any other person or animal, or (b) Client breaches any term or condition of this Agreement. This Agreement is binding upon Client, spouse of

Client, and children of Client. The parties confirm that, except for that which is specifically written in this Agreement, no promises, representations, or oral understandings have been made with regard to Dog or anything else.