

# *Delightful Dogs*

## **TRAINING AGREEMENT/RELEASE & PAYMENT/REFUND POLICIES**

**Please read this document carefully before registration.  
By confirming your registration, you are agreeing to these policies.**

### **TRAINING GOALS:**

It is the goal of the trainer to educate both the owner and their dog to understanding the nature, behaviour & needs of each other. Trainer will use safe and healthy guidelines for training & behaviour. It is the owner's responsibility to use the positive training & reinforcement techniques taught, to ensure a happy and healthy life for both owner and dog.

### **PAYMENT TERMS & REFUND POLICIES:**

Payment and any coupons are to be presented upon registration, one coupon per package. No refunds will be accepted unless cancellation occurs at least 7 days prior to the first class for Level 1 only. For all other Classes/Levels/Workshops, no refunds will be accepted unless cancellation occurs at least 14 days prior to the first class. All N.S.F. cheques will be subject to a \$ 25.00 service charge. No refunds or make-up classes will be given for missed classes.

### **CLASS ATTENDANCE/TRANSFER POLICY:**

Class attendance is the responsibility of the owner. Classes &/or payments are non-transferable and no credit vouchers will be issued should the owner miss a class or drop out of the program. If you miss a class, contact your instructor to find out what exercises to work on from your manual and we will do our best to catch you up at the next class. Should you wish to schedule a private session to catch up, arrangements can be made to do so and our private training fees will incur. Graduation certificates will only be issued if the dog and owner have passed all necessary level testing and have attended 70% of the classes for that level including the graduation class.

### **SAFETY:**

Safety is a priority. The owner is responsible to abide at all times by the city by-laws regarding their dog (i.e., leashed at all times in public areas, cleaning up after the dog, licensing, etc.). All dogs must be securely leashed at all times before exiting the vehicle and within the parking lots or outside surroundings. Dogs will also be required to be leashed indoors unless told to do so within the class. The school door will be locked during training classes and the owner must notify the trainer before leaving, to ensure all other dogs or securely attached to their leashes.

Dogs are animals that can display unpredictable behaviours without warning. However, owners are responsible of informing the trainer of any aggression or fear-related problems. Aggressive dogs will be required to be muzzled during the course of training at the trainer's discretion. If the trainer feels that the owner's dog is posing a threat to any dog or individual, the trainer has a right to request them to leave with their complete understanding.

### **HEALTH & VACCINES:**

Male dogs over 6 months of age must be neutered and any females in season are not permitted. All dogs must bring proof of vaccinations/titers to their first class along with an up to date license tag. All dogs must be in excellent health and condition. Owners are also responsible of keeping their dogs vaccinations/titers up to date and that proper grooming and care is administered. It also the responsibility of the owner to inform the trainer of any illnesses that could be contagious to other dogs prior to class. Arrangements may be made, at the trainer's discretion, for a make-up class when the dog has recovered and veterinary confirmation has been given. If the dog is not vaccinated for Kennel Cough, the owner is aware that any risk becomes their responsibility.

### **EQUIPMENT:**

Every handler must agree to bring their dog to class on a 4-6ft leather or nylon leash. The dog must be wearing a flat collar that does not include a sliding plastic snap (these have been known to break and are potentially dangerous as a result). Harnesses are permitted. Your other alternative is a head halter. ("Gentle Leader", "Easy Way", "Champ Master" or "Promise Collar" brands are preferred to the "Halti" brand. Our concerns with the "Halti" brand head halter are; without the adjusting clasp under the chin, they tend to not fit properly. This can result in the nose strap pushing into the eyes, causing eye injury, and the nose or head strap coming off resulting in the dog getting loose.)

The following tools are strictly prohibited; any and all shock equipment, choke chains, slip collars, pinch/prong collars and retractable leashes. For more information about the above listed equipment, visit: [www.ipdta.org](http://www.ipdta.org)

### **PHOTOS/VIDEOS:**

I give permission for any and all photographs and/or video footage of myself and/or my dog(s) to be used by Delightful Dogs for promotional and/or teaching purposes.

### **RULES OF PARTICIPATION:**

Handlers must be atleast 18 yrs of age. Handlers or participants under 18 years of age must have adult accompaniment. All handlers must wear comfortable, rubber soled footwear. (No bear feet, high heels or flip-flops)

## **RULES OF PARTICIPATION – cont'd:**

All clients must show respect to all dogs, other clients, Delightful Dogs employees and/or representatives at all times. Physical and/or verbal reprimands, altercations and/or intentions of ill will, will not be tolerated. Under no circumstances is any member to yell at any person or dog or use any physical punishment including but not limited to; whipping, hitting, striking, pushing, kicking, pinching, shaking or any other harsh aversive.

Dogs, clients and Delightful Dogs employees and representatives must be treated with the utmost respect at all times. All concerns must be addressed with Sylvia Gottschalk, CTB.ccs only, and must be done in private. Breaking any of these rules may result their suspension or termination of class(s) at Delightful Dogs' discretion, without refund or partial refund for the remainder of the program.

## **WAIVER, ASSUMPTION OF RISK AND AGREEMENT TO HOLD HARMLESS:**

I understand that Participation in Classes or Private Consultations offered by Delightful Dogs and/or Sylvia Gottschalk and/or Delightful Dogs employees is not without risk to myself and my dog as well as family members or guests who might attend. I hereby waive and release Delightful Dogs and/or Sylvia Gottschalk and/or Delightful Dogs employees from any and all liability of any nature, for injury or damages suffered as a result of my participation in any class or private lesson, including any damage or injury resulting from my actions or that of my dog for any accident occurring on any premises where classes are provided. I agree to accept full responsibility for my actions, those of my family or guest and those of my dog.

## **RELEASE OF LIABILITY:**

Delightful Dogs and/or Sylvia Gottschalk and/or Delightful Dogs' employees will not be responsible if the owners dog should run away; become hurt; bite, attack or harm any other persons or animals; or cause any damage or harm to any person or property, whether or not such harm or damages are caused in whole or in part by the negligence, actions or inaction's of Delightful Dogs and/or Sylvia Gottschalk and/or Delightful Dogs employees. The undersigned owner hereby agrees to indemnify Delightful Dogs and/or Sylvia Gottschalk and/or Delightful Dogs' employees for any claim by any person or company against them caused by or contributed to by the owner's dog, including the legal costs to defend any such claim against them, whether or not the damages are caused in whole or in part by the negligence, actions or inaction's Delightful Dogs and/or Sylvia Gottschalk and/or Delightful Dogs' employees.

## **SPECIALTY CLASSES:**

### **Therapy Dog Training;**

All dogs and handlers are required to wear proper ID Dog Harness Capes & ID Tags provided, during the classes, outings or visits. All dogs must be in excellent health and condition. Owners are also responsible of keeping their dogs vaccinations/ titers up to date and to keep their dogs clean, groomed & to ensure nails are clipped and trimmed short during the training program and visitations to prevent injuries. It also the responsibility of the owner to inform the trainer of any illnesses that could be contagious to other dogs prior to class. Arrangements may be made, at the trainer's discretion, for a make-up class when the dog has recovered and veterinary confirmation has been given. If the dog is not vaccinated for Kennel Cough, the owner is aware that any risk becomes their responsibility.

It is the responsibility of each graduate of the Therapy Dog Training program to maintain the standards and requirements set by Delightful Dogs after graduation. If it comes to my attention that you and/or your dog have not maintained these standards and/or requirements, Delightful Dogs will not be held responsible and all support and recommendation to Nursing Homes from Delightful Dogs will be immediately withdrawn, unless or until these standards and requirements are once again met to my satisfaction.

A 'Therapy Dog' is not a 'Specials Needs Assistance', 'Service Dog' or 'Guide Dog'. Graduates of the Delightful Dogs 'Therapy Dog Training Program' program will be certified by Delightful Dogs as 'Therapy Dogs', meaning these dogs have been trained by their owner/handler to ensure the sound temperament, proficient training skills and reliable behaviour that is required for visiting the elderly and/or disabled. If you are looking for a program to train your dog for 'Special Needs Assistance' or 'Guide Dog' work, please contact National Service Dogs, Canada Dog Guides or other associations that will help you meet these needs. Any graduate of Delightful Dogs claiming accreditation for Special Needs Assistance, Service Dogs or Guide Dogs, is doing so without support or recognition of Delightful Dogs. Delightful Dogs denies association with any such dog and will not be held responsible for any associated problems.

### **Acti-Joring/Sled Dog Training;**

Dog must be spayed/neutered and must have proof of yearly physical along with up to date license and rabies tag or titer. Owners are responsible to keep their dogs nails clipped and trimmed short during the year to prevent injuries. Any congenital (inborn) defects present in dogs will be eliminated from the program. Any previous serious accidents or injury i.e., broken pelvis, internal injuries, badly injured legs, or those that have a history of heart conditions or epilepsy will require vet approval only. For the safety of your dog & children, no children under the age of 18 will be allowed to participate in training and it is strongly recommended & advised against outside of the program. Adults with no history of heart conditions will be allowed to participate.

All dogs and owners are responsible to arrive to classes with all proper equipment required. There will not be an option to "borrow" our equipment. No other equipment other than what is part of the program will be accepted. All equipment not included in the class is the property of Delightful Dogs and not available for use by any client outside of supervised classes, no exceptions. Any client purchasing equipment for their own use must assume all risk and responsibility for its use and is in no way affiliated with Delightful Dogs.