



packwisedogtraining.com | packwisedogtraining@gmail.com | 480.275.0997 | 8577 Leah Ln. Flagstaff, AZ 86004

## Client Information, Agreements, and Release Forms

Owner's Legal Name: \_\_\_\_\_

Address: \_\_\_\_\_

Emergency contact Name and Phone #: \_\_\_\_\_

Owner's Phone: \_\_\_\_\_

Owner's Email: \_\_\_\_\_

Dog's Name: \_\_\_\_\_

Breed: \_\_\_\_\_

Veterinarian (Name, Address, Phone #): \_\_\_\_\_

Gender, Age, and Weight: \_\_\_\_\_

**Make the following representation about your dog: (check all that apply)**

<input type="checkbox"/>	Dog has been neutered/spayed	<input type="checkbox"/>	Dog is not reactive
<input type="checkbox"/>	Dog is friendly towards children	<input type="checkbox"/>	Dog has never been declared as dangerous
<input type="checkbox"/>	Dog is crate trained	<input type="checkbox"/>	Dog is not the subject of a quarantine order
<input type="checkbox"/>	Dog is house broken	<input type="checkbox"/>	Dog does not have food allergies
<input type="checkbox"/>	Dog has never bitten another dog	<input type="checkbox"/>	Dog has never started a fight with another animal



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I, the client, am enrolling my Canine listed above into the following program:

(Please mark selection with X)

- \_\_\_\_\_ Board and Train Program
- \_\_\_\_\_ Private Training Lessons
- \_\_\_\_\_ Service Dog Training Program
- \_\_\_\_\_ Group Lesson

***Terms and Conditions***

Packwise Dog Training - *Dog Training/Client Agreement & Release Form*

**This is an important legal document and must be read through thoroughly prior to signing. Your initials and signature below indicate that you have read through this document and agree to all terms.**

(1) Kassidy Bertelsen, owner and head trainer of Packwise Dog Training (**hereby referred to and connected to "Packwise Dog Training"**) will endeavor to create as safe an environment as possible for the training and boarding care of dog(s) identified above under "Dog's Name" (**hereby referred to as the "Dog"**), and will offer only sound, safe, and responsible training, care, and post training instructions. Owner of dog as identified above under "Owner's legal name" **will hereby be referred to as the "Client"**. The Client agrees, however, that all animals may exhibit unpredictable behaviors, and that Packwise Dog Training and trainers will not be liable for the actions of the Dog. The Client agrees that the recommendations by Packwise Dog Training of any product or service is not a guarantee of performance or the Client's satisfaction with that product or service.

**(Client's initials)**

\_\_\_\_\_

(2) The Client's initials indicate that the Client understands and agrees that Packwise Dog Training has discussed all training strategies, exercises, and training tools with the Client that may be used during the Dog's program. By signing this document, the Client fully understands the tools and techniques that are used to train and modify the behaviors of the Dog and agrees to the tools and techniques which include Food reward training, Clicker/Marker training, Flat collar, Martingale collar, Slip Lead, Muzzle, Prong Training Collar, Remote Training E-collar, and Gentle Leader. Furthermore, by agreeing to this document the Client agrees to continue using the recommend training tools and techniques once the Dog returns home with instruction for tool and technique usage taught to the Client by Packwise Dog Training.

**(Client's initials)**

\_\_\_\_\_

- (3) The Client agrees to indemnify and hold Packwise Dog Training harmless from and against any and all claims of injury, expense, costs, loss or damages caused by the actions of the Dog. By signing this document, the Client agrees to indemnify and hold Packwise Dog Training, and any of their trainers, harmless from loss of dog due to fire, theft, accidental injury/death/loss, motor vehicle accidents resulting in injury or death of the Dog, or illnesses resulting in impairment or death of the Dog. Client's initials indicates that the Client will not hold Packwise Dog Training, or any of their trainers, responsible for injury incurred during nail trimming, brushings, or grooming. Furthermore, the Client understands that the Dog will be exposed to other dogs in the facility, and the Client agrees to not hold Packwise Dog Training legally or financially responsible for any injury or illness resulting from dog-to-dog interactions.

**(Client's initials)**

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- (4) The Client's initials indicates that the Client agrees, understands, and acknowledges that Packwise Dog Training is not financially or legally responsible for changes in flights or travel plans regarding the Dog's training program. The Client understands that Packwise Dog Training recommends and strongly encourages all out of state clients to obtain travel insurance and/or flight insurance for their airline flight bookings. The Client further understands that Packwise Dog Training, and it's trainers, will not be held financially responsible for changes in flights or travel plans, including but not limited to lodging, gas, dining, medical conditions of Packwise Dog Training trainers, medical conditions of the Owner, and weather. If alterations to the Dog's program must be made due to medical conditions of Packwise Dog Training trainers prior to the start of the program, the client will be refunded fully including the nonrefundable deposit. If alterations must be made after the Dog's program has started, the Client's refund will be prorated based on how far we are into the Dog's program.

**(Client's initials)**

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- (5) The Client's initials indicates that the Client agrees, understands, and acknowledges that the elimination, modification, or application of behaviors is not guaranteed. The Client acknowledges that dog training will not provide exact results. Each dog is different regarding ability, breeding, and temperament. The Client also understands that although the Dog will learn multiple behaviors, cues, new routines, and mindset management while in the care of Packwise Dog Training, it is the Client's responsibility to maintain this learning upon the Dog's return to the home environment. The Client understands that behavior taught while in Packwise Dog Training's care will only be solidified through clear and consistent repetition once home.

**(Client's initials)**

\_\_\_\_\_

- (6) The Client's initials indicates that the Client agrees, understands, and acknowledges that the deposit paid is for specific program dates and any date changes on the Client's end will require a \$250 change fee. This is to account for potential loss of said program slot. Furthermore, the Client understands that private training lesson bookings require a \$25 non-refundable fee and the remaining balance is due at the time of service.

**(Client's initials)**

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- (7) The Client's initials indicate that the Client agrees and understands that the Dog participating in any Packwise Dog Training program is free of any infectious disease, intestinal parasites (including but not limited to Giardia and

Coccidia), and is current on all age-appropriate vaccinations, including Bordetella, distemper, parvovirus, and rabies. The Client understands that proof of vaccinations must be provided by the Dog's veterinarian before the Dog may participate in any program offered by Packwise Dog Training and agrees to have a fecal test completed no more than 7 days prior to the Dog's program. If the test comes back positive, the Dog's program will have to be rescheduled and another fecal test will have to be done prior to the new program date. A \$250 program date change fee will apply for any program dates that must be altered. The Client further understands that the Dog enrolled in Packwise Dog Training's training programs must receive treatments for the control of fleas and ticks prior to the start of the Dog's program. If live fleas or ticks are found on the Dog, a topical product or an oral treatment will be given by Packwise Dog Training at owner's expense. The Client agrees to pay any outstanding balances that may be incurred from the treatment of fleas and distribution of flea/tick treatment and understands that the Dog will not be returned until all outstanding medical balances are paid. By signing below, the client is agreeing to pay for any stool sample tests and required medications that result in a positive test result for intestinal parasites, including but not limited to Giardia and Coccidia. Packwise Dog Training agrees to supply the Client with medical documentation and billing information if a random stool sample does come back with positive results.

**(Client's initials)**

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- (8) I, the Client, hereby agree and covenant for myself, my heirs, executors, administrators and anyone else who may claim on my behalf to waive, release and discharge Packwise Dog Training, Cassidy Bertelsen, Owen Bertelsen, and it's instructors from any and all claims arising out of or in connection with or in any way related to any service provided by Packwise Dog Training.

**(Client's initials)**

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### ***Photos/Videos Release Policy***

(1a) I hereby assign and grant to Packwise Dog Training the right and permission to use, reproduce and distribute, and publish the photograph(s), film(s), videotape(s), audio and video recording(s), electronic representations(s) and/or sound recording(s) made of me and /or my dog(s) at any time during the training and/or boarding of my dog(s) by Packwise Dog Training, and I hereby release Packwise Dog Training or any person that represents Packwise Dog Training from any and all liability resulting from such use, reproduction, distribution, and publication. I understand and agree to having Packwise Dog Training film myself, and any other attendees, during my dog's drop off, lessons, or pick up session.

I hereby authorize the reproduction, sale, distribution, copyright, exhibit, broadcast, and/or electronic storage of any and all such photograph(s), film(s), videotape(s), audio and video recording(s), electronic representation(s) and or sound recording(s) without limitations at the discretion of Packwise Dog Training, and I specifically waive any right to any compensation I may have for any of the foregoing.

**(Client's initials)**

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### ***Communication Policy***

(1b) During the Dog's program with Packwise Dog Training, we will send the Client updates via email and/or text message and/or Instagram. Data rates may apply for text message updates and by signing below, the Client is releasing Packwise Dog Training from being held financially responsible for any data rates charged by the Client's provider. While we strive to send as many photo and video updates as soon and as often as possible, we can guarantee that the Client will receive the first update within 72 hours of dropping the Dog off. For clients sending their dog from outside of Arizona, we can guarantee that the Client will receive an update as soon as the Dog safely arrives. We will also send a minimum of 3 photo and/or video

updates per 7 days during the Dog's stay and will remain in constant communication with the Client regarding any medical concerns, training program alterations, future owner coaching sessions, and pick-up arrangements. Packwise Dog Training encourages the Clients to email or text us with any questions or concerns during the Dog's program. Please Note: Packwise Dog Training is not able to accommodate visits of the Client with their dog during a board and train program unless otherwise organized by Kassidy Bertelsen, owner and trainer of Packwise Dog Training.

**(Client's initials)**

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### ***Payment Policy***

(1c) By initialing below, the Client understands the refund policy as stated on the supplied invoice. Balance Due must be taken care of by the beginning of the program. All payments may be made by cash, check, card, or paid through Venmo to the account @packwisedogtraining. We only accept checks for Train and Board programs. If you would like to pay with a check, the check must be sent no later than 2 weeks before the program's start date. A 2.6% processing fee will be applied when using either a debit or credit card for payment in person and a 3.5% processing fee will be applied when card information must be manually entered. These processing fees are determined by Square Payment Services and are subject to change without notice. By signing below, the Client understands that deposits are non-refundable. If the Client chooses to cancel the Dog's training program prior to beginning the program, the Client will be refunded the balance, not including non-refundable deposit. If the program is cancelled with less than a 30 day notice, the Client agrees to a \$250 cancellation fee to account for lost income and potential loss of said training slot. The Client's initials indicates that the Client agrees, understands, and acknowledges that the deposit paid is for specific program dates and any date changes on the Client's end will require a \$250 date change fee. This is to account for potential loss of said program slot. Furthermore, the Client understands that private training lesson bookings require a \$25 non-refundable fee and the remaining balance is due at the time of service.

The Client further understand that lesson duration is determined by Packwise Dog Training at the time of service and that time spent during the session discussing the Dog, the Dog's training, and/or behavior is considered training/lesson time. The Client understands and agrees that if aggressive behaviors are being exhibited in a public setting, the Client and the Dog can be prohibited from completing their sessions and the lesson will be concluded. The Client agrees and understands that a "no- show" for a scheduled appointment, meeting, or lesson will be counted as a lesson. The Client further understands and agrees that a program may include admission to classes only when the program is paid in full and that the classes have no cash-out value.

**(Client's initials)**

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### ***Medical Release and Medical Emergency Policy***

(1d) The Client authorizes Emergency medical care to be provided for the Dog by an appropriate emergency veterinary facility to be determined by Packwise Dog Training if the regular veterinarian is not available, the Dog's regular veterinarian is located out of city or state, or the Client is unable to be reached. The Client understands responsibility for any and all veterinary costs and hereby agrees to reimburse Packwise Dog Training for any charges related to emergency care including but not limited to treatment, travel expenses, medication, and emergency service fees and understands that the Dog will remain in Packwise Dog Training's possession until all outstanding balances are paid. Furthermore, the Client authorizes Packwise Dog Training to administer and seek First Aid and resuscitative care for my dog as determined appropriate Packwise Dog Training and the Client agrees to indemnify and hold harmless Packwise Dog Training for any and all results thereof.

**(Client's initials)**

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**Please Review the Following Sections Carefully.**

***Spay/Neuter Certification***

***\*PLEASE REVIEW THESE SECTIONS CAREFULLY AS YOUR SIGNATURE IS ONLY REQUIRED ON EITHER SECTION (1e) OR SECTION (1f), AND ONLY APPLIES FOR DOGS WHO ARE 6 MONTHS OF AGE AND OLDER. PLEASE SKIP SECTION (1e) AND (1f) IF YOUR DOG IS UNDER THE SPAY/NEUTER AGE REQUIREMENTS\****

(1e) By signing the line below, the Client is certifying that the Dog is, or will be, altered (spayed or neutered) 21 days prior to beginning the training program with Packwise Dog Training. If the Client signs below stating that the Dog is, or will be, altered by the start of the Dog's training program, it is not required for the Client to fill out section (1f) of this form. However, if the Dog will **not** be spayed or neutered (unaltered) prior to beginning any program with Packwise Dog Training, the Client must fill out section (1f) of this form to move forward with the Dog's program and may skip section (1e).

**\*\*Please sign here only if your dog will be spayed or neutered prior to beginning their training program\*\*:**

Client's Printed Name: \_\_\_\_\_

Client's Signature: \_\_\_\_\_

***Unaltered Dog Release***

**The following section is intended for client's whose dogs will NOT be spayed or neutered prior to beginning their training program. If your dog is, or will be, spayed or neutered this section does not apply to you and you may skip over section (1f).**

(1f) By signing the line below, the Client is declaring that the Dog is not spayed or neutered (hereby referred to as unaltered), and the Dog will be unaltered prior to beginning a program with Packwise Dog Training. The Client agrees to indemnify and hold the Packwise Dog Training harmless from and against any claims of injury, expense, cost, loss or damages caused by unaltered males and females dogs in heat and accepts full responsibility of the Dog's actions while the Dog is in or out of Packwise Dog Training's possession. The Client also understands that a training program will temporarily be postponed if a female dog enters her heat cycle during her training program and a \$50/night boarding fee will be charged to the Client for each night that the Dog's training program is put on hold due to her heat cycle. This boarding fee is due by 6pm (MST) daily as determined by Packwise Dog Training until the Dog has completed her heat cycle. The same payment fees and terms apply to this "heat boarding fee" as listed above. The Dog's training program will not begin again until the Dog has completed her full heat cycle and the Client understands that the Dog's program may need to be rescheduled entirely for a later date. A \$250 date change fee will apply for any program dates that must be altered due to a Dog's heat cycle. The Client agrees to release Packwise Dog Training of any legal or medical issues that may arise during a female's heat cycle and further understands and accepts all risks associated with unaltered dogs, including but not limited to infection, discomfort, accidental pregnancy, change in behavior or temperament, and aggressive outburst. Packwise Dog Training reserves the right to conclude the Dog's program for any reason related to the unaltered nature of the dog and the Client understands that no refund will be given to the Client for the unfinished portion of the Dog's program. The Client agrees and accepts all responsibility and fees with travel and delivery of their unaltered dog before and after the Dog's program, and in the event that Packwise Dog Training deems the Dog unfit to continue their program. Packwise Dog Training will work to create a safe and comfortable environment for females entering heat and will help to keep the Dog sanitary given that the Dog will allow physical touch and interactions. The Client agrees to supply a female dog specific diaper for any unaltered female completing a train and board style program. By signing below, the Client gives Packwise Dog Training full rights to seek medical attention for any issues related to the Dog's heat cycle and hereby agrees to reimburse Packwise Dog Training for any charges related to medical care including but not limited to treatment, travel expenses, medication, and emergency service fees.

Client's Printed Name: \_\_\_\_\_

Client's Signature: \_\_\_\_\_

***Owner Agreement for Continuation of Training***

(1g) By initialing where indicated at the end of this paragraph, the Client expressly acknowledges that there are no guarantees as to what is accomplished in training as there are so many factors for each dog when it comes to training successes including the length of time of the program, whether the dog has any prior training, genetics, prior bad experiences, age, and health of the dog. Even more important is the Client's understanding that continued training **MUST REGULARLY HAPPEN AT HOME BETWEEN DOG AND OWNER** after training programs have been completed. The specific commands, training style, and recommended tools used and recommended by Packwise Dog Training must be carried over in the Client's training with the Dog in order to continue and maintain training skills acquired by the Dog during their training program.

**(Client's initials)**

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**By Signing below, the Client consents and agrees to all statements listed above and certifies that their initials and signatures approve of each listed section.**

Client's Printed Name: \_\_\_\_\_

Client's Signature: \_\_\_\_\_

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