**COURTEOUS CANINE, Inc.
AGREEMENTS & POLICIES**

Courteous Canine is committed to providing the best dog training and quality pet care for dogs through engagement and education which cultivates positive human-canine relationships. Rather than using fear or intimidation to train the dog, we use positive reinforcement, games, and fun! This calm, positive approach is as effective, if not more so, than punishing alternatives. This dog training method builds the trust that is so important in the life of a family pet.

**A PROMISE TO YOUR DOG**

Before you embark on your behavior and training journey with us, please know that behavior consulting is a process. Many concerning behaviors do not develop overnight and require time and patience to correct. Often, there are no quick fixes or immediate solutions. Small steps are often the fastest way to success. While our staff will be coaching you along the way, behavior change takes your time and effort.

We want to ensure that we are the best match for you and your dog to achieve success. We are asking that you commit:

* Your dedication and commitment to your dog’s success. Successful behavior or training plans include extensive management, and training strategies that will need to be practiced and maintained consistently.
* Your compliance with our recommendations. Our team of professional trainers do not use any methods of force or intimidation. All training methods adhere to scientifically supported methods of positive reinforcement. Corrective tools and handling methods will not be permitted due to the mental and physical damage they cause.
* Your agreement to use behavior change techniques that promote your dog’s willing participation and the least amount of stress possible, through fun training games and exercises. Helping your dog change their behavior can be fun for both you and your dog!
* To agree your dog is important and loved by you, that you will need to change your behavior to change your dog’s behavior, and that you will spend time with your dog daily, meeting their needs and keeping them safe.

**Courteous Canine, Inc. Agreement for All Services**

For the purposes of this document, the terms Client, Owner, Pet Owner, Pet Parent, and Customer are synonymous with the person requesting and agreeing to services for one or more domestic animals with Courteous Canine, Inc.

This signed agreement must be provided before service is provided for any period. Services are rendered if they are requested via Busy Paws, Gingr, text or email.
This agreement is valid from the date signed and replaces any prior Legal Considerations or Agreements. The client agrees to any future Courteous Canine, Inc. term changes relayed in writing to the client, mailed or emailed or posted on our website under the heading Policies, Agreements, Informed Consent or Terms. The client states that he/she has read this agreement in its entirety and fully understands and accepts its terms and conditions.

**Liability Release**

Client (owner of dog, client of Courteous Canine, Inc., and handler of dog) agrees that Angelica Steinker and Courteous Canine, Inc. or any staff or independent contractors of Courteous Canine, Inc. will not be liable for any damage or loss resulting from failure of the dog to respond to any cues or commands taught to the dog by Courteous Canine, Inc. or resulting from counseling and advice supplied to client of dog. Dog’s behavior now and in the future is solely the responsibility of the client of the dog. Should any behavior on the dog’s part now or in the future result in damage to the property, clients, or person of some third party, client agrees to assume full responsibility to such third party for any and all such damage, and to absolve Angelica Steinker and Courteous Canine, Inc. and any staff or independent contractor of Courteous Canine, Inc. from any and all obligations to pay such damage to a third party. All dogs are trained or otherwise handled or cared for or if client receives instruction by Angelica Steinker and Courteous Canine, Inc. or any staff or independent contractor of Courteous Canine, Inc. without any liability whatsoever on Angelica Steinker and Courteous Canine, Inc. or any staff or independent contractor of Courteous Canine, Inc. for loss, damage from disease, death, running away, theft, fire, injury to persons, other dogs or property by said dog, or other unavoidable causes. In the event of in-home training provided by Angelica Steinker and Courteous Canine, Inc. or any staff or independent contractors of Courteous Canine, Inc. whether clients are home or not, clients agree to absolve Angelica Steinker and Courteous Canine, Inc. and any staff or independent contractors from any and all liability whatsoever for loss or damage to property. In the event of training provided at the location of Courteous Canine, Inc. 3414 Melissa Country Way, Lutz, FL 33559, client agrees to absolve Angelica Steinker and Courteous Canine, Inc. and any staff or independent contractor of Courteous Canine, Inc. from any and all liability whatsoever for loss or damage to property, or injury to dog, or client, or handler and to hold her harmless therefor.

**Courteous Canine, Inc. Veterinary Costs and Release**
In the event that any of client’s pets appear to be ill, injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of a Courteous Canine, Inc. Staff Member, client gives permission to Courteous Canine, Inc. staff member to seek veterinary service from a veterinarian or a veterinary clinic. Client preferred veterinary services are listed on each individual pet Information forms, but it cannot be guaranteed that the preferred vet is used. Other veterinarians or emergency care clinics chosen by the pet sitter are acceptable. All costs of veterinary treatment will be paid for by the client.

Client asks the Courteous Canine, Inc. Staff Member to inform the attending clinic or veterinarian of client’s phone and or emergency contact. Courteous Canine, Inc. will provide client with total diagnosis, treatment plan and cost. Client understands that efforts will be made to contact me regarding any treatments, illness, injury, or potential problems as soon as the condition is deemed not life threatening and/or contact is possible. If the condition is life-threatening Courteous Canine, Inc. Staff Member will authorize vet to conduct all lifesaving veterinary services. Client understands that the Courteous Canine, Inc. Staff Members work hard to prevent accidents and injuries, and that such problems may occur no matter how well a pet is cared for. Client agrees to allow Courteous Canine, Inc. Staff members to use their best judgment in handling these situations, and client understands that Courteous Canine, Inc. and its staff assume no responsibility for the actions and decisions of the veterinary staff, the health or death of client’s pet(s).

Client will assume full responsibility for the payment and/or reimbursement for any and all veterinary services rendered, including but not limited to diagnosis, treatment, grooming, medical supplies, and boarding. Such payments will be made within 14 days of the initial incident.

Client also agrees to be responsible for all Special Service fees assessed by Courteous Canine, Inc. for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 14 days of each incident.

Client further authorizes to share with Courteous Canine, Inc. Staff Members client’s primary veterinarian(s) medical records of all of client’s animals with veterinary clinics in an emergency in the interest of providing the best care for client’s ill or injured animal(s).

Client agrees to notify Courteous Canine, Inc. of any signs of injury or possible illness before any service as soon as the condition appears. Courteous Canine, Inc. Staff Members reserve the right to cancel service at any location where a pet with a potentially infectious condition exists.

Courteous Canine, Inc. Staff Members strive to provide clean, safe service to each of our clients. In doing so, Courteous Canine, Inc. Staff Members strongly recommend that each pet and large animal be vaccinated, dewormed, and protected from harmful insects according to veterinarian recommended standards.

Courteous Canine, Inc. recommends that all pet parents/owners obtain health insurance for their pets. Specifically, we recommend Trupanion as a dog health insurance provider.

[**Courteous Canine, Inc. Gun and Weapons Policy**](https://www.courteouscanine.com/consent-liability-policies/#83511b52542b27811)

1. **No guns or weapons on Courteous Canine, Inc property including parking lot. Anyone bringing guns or weapons will be asked to leave with no refunds or credits. We will call the police on anyone refusing to disarm.**

[**Courteous Canine, Inc. Informed Consent**](https://www.courteouscanine.com/consent-liability-policies/#83511b52542b27811)

1. We love animals with all our hearts and are committed to training force-free maximizing fun and playful techniques and work to minimize stress as much as possible.
2. Our training methods are based on science and are animal friendly. If there should be a conflict between what is animal-friendly and what the animal’s parent desires, we will side with what is animal-friendly.
3. We work to get animals out of crates so that they may move freely. Crates are used as safety devices when owners or caretakers are absent and for vehicle travel. We work to minimize crate time or ideally eliminate crate time in the home.
4. We are committed to using at most a mild aversive, time out, only as a last resort. Shock collars, prong collars or choke chains are never used. We do not advocate physical corrections, throwing things at or near animals nor spraying liquid at an animal.
5. We are committed to continuing education. All staff are certified and when they are not, they work under the supervision of a certified dog behavior consultant while they are pursuing certification.
6. We educate humans to employ patience and to seek to understand animal’s needs and wants.
7. We coach people to communicate consistently and clearly with their animals.
8. We work within our level of competence. Less experienced trainers are supervised by more experienced ones. We do **not** give advice on anything that is outside of our area of expertise. We refer clients to competent professionals for issues that are outside of our area of expertise.
9. We keep client information confidential, sharing client info ONLY with staff and those in a position of supervision, except for neglect or abuse of an animal or if the animal is dangerous.
10. Clients should know they are empowered to decline any recommendations that we make for them or their animals. We encourage clients to ask questions.

[**Pet Shuttle Agreement**](https://www.courteouscanine.com/consent-liability-policies/#4b0eb2368e43985d2)

In the event that any of client’s pets appear to be ill, injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of Courteous Canine, Inc. Staff Member, client gives permission to Courteous Canine, Inc. Staff Member to transport client’s pet to and from a veterinarian or a veterinary clinic.

[**Refund Policy**](https://www.courteouscanine.com/consent-liability-policies/#aec05f7342c278ff1)

Courteous Canine, Inc. does not offer refunds. If a client needs to cancel their service, with 24-hour or more notice, then Courteous Canine, Inc. can apply a credit to the client’s account. Credits are valid for one year from when they were issued. Please see specific refund policies for daycare and in-home boarding and board n train below.

[**Required Vaccinations for All Services List**](https://www.courteouscanine.com/consent-liability-policies/#e7edb6999647a63d4)

**For all vaccinations we defer to your veterinarians’ recommendations, timing of shots and protocols.**

**Indoor Group Classes, Board-and-Train & Daycare Services**

* Core vaccine combination (Distemper, Parainfluenza, Parvovirus, etc.)
* Rabies (if 4+ months of age)
* Bordetella
* Canine Influenza (H3N2)
* Leptospirosis

**Outdoor Group Classes, In Client’s Home Services**

* Core vaccine combination (Distemper, Parainfluenza, Parvovirus, etc.)
* Rabies (if 4+ months of age)
* Bordetella
* Additional vaccinations are preferred but are not required for these services.

[**Covid Waiver**](https://www.courteouscanine.com/consent-liability-policies/#36261df99c1cb95ba)

Client attests that to the best of their knowledge, they do not have COVID-19 at the time of attending this event/appointment and understand the risks of unknowing exposure to this and other illnesses by or to client, client family, other participants, and third parties. Client attests they have not been tested and found positive; are not waiting for test results; and do not have symptoms. Client agrees that they will not knowingly expose others to any illness they may have or be at risk to have. Client will follow all Courteous Canine, Inc. rules and requirements to reduce any exposure and possibility of contracting or spreading the virus. Client will also fully cooperate with and follow any City, County or State/Province guidelines that have jurisdiction in the area in which the event/appointment is taking place. If any of the above should change prior to client arrival at the site of services or during the completion of the services that is the subject of this consent, client will inform Courteous Canine and proceed accordingly in light of the new information.

Client agrees that they are participating in this Courteous Canine service/appointment entirely at their own risk and assume all risk and full responsibility for client’s own health, well-being, and safety during this service or event. Client fully agrees that Courteous Canine, the clients, independent contractors, board members, employees, assistants, and volunteers are in no way liable for any present or future COVID-19 exposure incurred at any time by any person, in attendance or not in attendance, during or after this service/event. Client hereby waives and releases Courteous Canine, the clients, independent contractors, board members, employees, assistants, and volunteers from any and all liability for damages or personal injury to client, client dogs or client property.

[**Payment Policies for All Services**](https://www.courteouscanine.com/consent-liability-policies/#5f998b55380154500)

* Invoices are issued electronically. We do not accept cash or checks. If the owner makes an exception to accept a check, there is a $40 service charge for each returned check.
* Prepayment in full is due at the time of reservation or booking of appointment.
* Late payments of 14 days or more will incur a late fee of 10% of the total of the invoice.

[**Daycare Specific Policies**](https://www.courteouscanine.com/consent-liability-policies/#2693e32a6a7ac9b22)

**Daycare Specific Policies**

* The client is responsible for supplying the necessary safe equipment such as a well-fit harness (halter, collar, etc. in the case of emergencies or for transport into or out of the facility, firmly affixed vaccination tags, a leash, medicines, and pet food. Our staff will not use: shock collars, choke chains or prong collars.
* Client agrees that dogs will be always on leash when on our property especially while entering and exiting our facility and in the parking lot.
* Client agrees that dogs are safe with people and other dogs and that their dog does not have a bite history of biting other dogs or humans.
* Client agrees to share if their dog has been asked to leave another dog daycare and to provide details of why the dog was asked to leave.

**Daycare Payment Terms**

* Daycare invoices are issued at the beginning of the month based on the month’s schedule set up by the Daycare Manager and client. We only bill monthly.
* No refunds, credits only for emergencies which allow for a day substitution.
* Invoices are due upon receipt, in payment of the full month in advance. Late payment of 14 days or more will incur a late fee of 10% of the total invoice.

**Daycare Cancellation Policy**

1. Less than 24 hours – clients are charged in full for the day they did not come.
2. More than 24 hours – day substitution, if possible

[**Board N Train Policies**](https://www.courteouscanine.com/consent-liability-policies/#52c08ac11e495dfee)

**In Home Boarding and Board N Train Policies**

* Client agrees that their dog is free of aggression toward other dogs and humans.
* Client authorizes any purchases necessary for the satisfactory performance of pet care duties. The client agrees to be responsible for the payment of such items, as well as service fees for obtaining these items and will reimburse Courteous Canine, Inc. within 7 days for all purchases made. This could include pet food or other care-related expenses.
* The client will be responsible for all medical expenses and damage resulting from an injury to a Staff Member, or other persons, by the pet. The client agrees to indemnify, hold harmless, and defend Courteous Canine, Inc. in the event of a claim by any person injured by their pet.

**In Home Boarding and Board N Train Emergency Policy**

* Courteous Canine, Inc. is authorized to seek any emergency veterinarian assistance needed during this agreement at the cost of the client, from any veterinarian, as chosen by the staff member. However, Courteous Canine, Inc. is not responsible for the health/well-being of the animal.
* The client gives permission to Courteous Canine, Inc. to transport dog for emergency care or for other emergency situations such as evacuation.

**In Home Boarding and Board N Train Payment Terms**

* Prepayment is required for all Board N Train Services. Invoices that are 14 or more days past due will incur a 10% late fee.

**In Home Boarding and Board N Train Cancellation Policy**

* Cancellation less than seven days but up to four days prior to start of Board N Train services will incur a cancellation fee of $50 (100% of this fee goes to the trainer for loss of income).
* Cancellation less than three days or less prior to the start of Board N Train services will incur a cancellation fee of $100 dollars (100% of this fee goes to the trainer for loss of income).
* Cancellations that are more than seven days out do **not** incur any fees.
* Thank you for planning ahead and giving us early notice if plans change.

[**Group Class Policies**](https://www.courteouscanine.com/consent-liability-policies/#921cd02b120c0f120)

**Group Class Payment Policies**

Courteous Canine, Inc. does not offer refunds. If you need to cancel your registration, then we can apply your credit to another course or service. If you want credit for a service, we need at least three days’ notice prior to the start date of the service.

**Group Class Cancellation Policy**

* All group classes are prepaid. If you have any questions about a service, please make sure to call us at 813-949-1465 or email us at LoveDogs@CourteousCanine.com so we can address these before you reserve your spot.
* Once a client has attended the first session of a group class or the class has started, \*NO\* refunds will be issued.
* We advise clients to only sign up for group classes that fit their schedules and lifestyle as we will not be able to refund clients who decide to drop out after the first group class or later group classes.
* Group class end dates are not guaranteed. Instructor illness, weather or other unforeseen circumstances may require the change of the end date to group classes. As a result, we do not guarantee that group classes will end on the date originally promised. We recommend when scheduling to allow at least one additional week for potential group class ending delays.

[**Private Training and Behavior Consulting Policies**](https://www.courteouscanine.com/consent-liability-policies/#85a2af63740bec80f)

* Private Training or Behavior Consulting Appointments cancelled less than 24 hours in advance will be charged for the appointment in full, our instructor had reserved the time for the client thus is unable to book the time with another client.
* If you receive credit for a service, it will be good for up to one year from the date it was issued.

[**Rain Policy for Outdoor Group Classes, Private Training and Behavior Consulting**](https://www.courteouscanine.com/consent-liability-policies/#02adad11b11cd6f5a)

For private training and group instruction that are held outdoors, we will make every attempt to contact students at least two hours before canceling class. Generally, classes are held during light rain, if there is lightning, classes are cancelled. If you see lightning during your class, please let your instructor know immediately. Weather cancellations are emailed and texted, please check your email prior to departing. If you don’t hear from your instructor your class will occur as scheduled.

**For All Services**

This agreement is valid from the date signed and grants permission for future veterinary care without the need for additional authorization each time Courteous Canine, Inc. Staff Members care for one or more of a client’s pets. The client understands that this agreement applies to all the pets and large animals within Courteous Canine, Inc. care. In signing this agreement, the client agrees that client has the sole authority to make health, medical and financial decisions regarding the animals that will be scheduled to receive service.

**Charge Backs**

**Courteous Canine, Inc. clients agree to *not* file a chargeback with their credit card or debit card issuing bank when services have been rendered. Clients agree that once our services have been rendered that they will *not* file a chargeback with their credit or debit card issuing bank. This is the case even when Courteous Canine, Inc. ethically refers clients to another service provider after completion of our services. Courteous Canine, Inc. is ethically obligated to refer some clients to other service providers.**

Client states that he/she/they have read this agreement in its entirety and fully understands and accepts its terms and conditions.

Thank you for trusting us.

The Staff of Courteous Canine, Inc.