



Training Agreement & Policies

Training Agreement: All dogs are individuals and learn at varying rates. I understand that there is no guarantee that my dog's behavior will change, only that lessons will be given. Long-lasting progress is dependent upon my own adherence to an ongoing maintenance program to help my dog(s) retain what they have learned. Several sessions may be required to achieve desired results. Training equipment may be required to achieve desired results. Proof of current vaccinations may be required. Dogs in Progress LLC reserves the right to dismiss without refund any handler for failure to control the dog, handler neglect or abuse, dangerous dog behavior, and/or failure to abide by the rules stated in email correspondence and listed on Dogs in Progress LLC's website.

General Policy: Dogs in Progress LLC will endeavor to create as safe an environment as possible for the training, boarding, socializing, and walking of all dogs and will only offer safe and responsible training, care, and post-training instructions. I understand, however, that there are inherent risks associated with working with dogs in general and that animals may exhibit unpredictable behaviors. I assume any and all responsibility for myself and my dog(s) during training, boarding, walking, group classes, and any other work with Dogs in Progress LLC, assuming due diligence and care have been exercised. I will not hold Dogs in Progress LLC, Emily Acqua, or any affiliates or property owners responsible for any injuries or misfortunes (to or by me or my dog) while training, boarding, socializing, or working with Dogs in Progress LLC, should they occur. I further understand that due to the way that dogs interact with one another, cuts or scratches can occur to me or my dog, even though the dogs are carefully supervised. I also understand that my participation in any of these activities is not without risks such as tripping, falling, getting knocked down and jumped on, bitten, scratched, etc. I hereby release and agree to save and hold harmless, Dogs in Progress LLC, Emily Acqua, any affiliates or property owners from any and all liability, claims, suits, actions, loss, injury or damage of any nature or kind, or for any liability, claims, suits, actions, loss, injury or damage which I or my dog(s) may sustain or which may be caused in any way by my dog(s). I specifically, without limitation, agree to fully indemnify Dogs in Progress LLC, Emily Acqua, any affiliates or property owners for any and all such liability, claims, suits, actions, losses, injury or damage. I understand that I am solely financially responsible for any damage or harm caused by my dog during training, boarding, socializing, or walking. I take it upon myself to ask questions and use my own common sense. I understand that I do not have to do anything or allow anything to be done that I do not feel comfortable with.

Emergency Care Policy: I understand that in enrolling my dog(s) into any Dogs in Progress LLC program, that Dogs in Progress LLC has relied upon my representation that my dog(s) are in good health and have received the necessary vaccinations (or equivalent alternatives) as agreed upon by my veterinarian. I agree to provide written proof of up-to-date vaccinations if and when requested. If my dog

becomes injured or ill, Dogs in Progress LLC shall have the right to call my veterinarian. In the event of an emergency and my designated veterinarian is unavailable, Dogs in Progress LLC has the right to take my dog(s) to the nearest animal hospital for immediate care. I agree to reimburse, in full, Dogs in Progress LLC for any medical expenses accrued while under the supervision of Dogs in Progress LLC. Dogs in Progress LLC will not be held responsible for any decisions made by the veterinarian on the dog's behalf.

Payment & Cancellation Policy: I hereby agree to all the payment and cancellation terms and conditions listed in email correspondence and listed on Dogs in Progress LLC's website. I understand and agree to abide by the following payment due dates and cancellation policies:

- **In-Home Sessions:** Payment is due in full at the time of booking in order to reserve your time slot(s). Cancellations made more than 48 hours prior to the session will receive a 100% refund. Cancellations made less than 48 hours prior to the session will not receive a refund.
- **Day Train Program:** Payment is due in full at the time of booking. Cancellations made 14 or more days before the start date will receive a 100% refund. Cancellations made 7-13 days before the start date will receive a 75% refund. Cancellations made 3-6 days before the start date will receive a 50% refund. Cancellations within 48 hours of the start date or after the program begins will not be eligible for a refund. If a dog falls ill within 48 hours of the start date and the client provides timely notice, they may reschedule to a future date without penalty, provided they supply supporting documentation (e.g. a vet's note).
- **E-Collar Program:** 50% of the invoice is due at the time of booking, with the remainder due 14 days prior to the program start date. Cancellations made 14 or more days before the start date will receive a 100% refund. Cancellations made 7-13 days before the start date will receive a 75% refund. Cancellations made 3-6 days before the start date will receive a 50% refund. Cancellations within 48 hours of the start date or after the program begins will not be eligible for a refund. If a dog falls ill within 48 hours of the start date and the client provides timely notice, they may reschedule to a future date without penalty, provided they supply supporting documentation (e.g. a vet's note).
- **Overnight Boarding:** Payment is due in full at the time of booking in order to reserve your boarding dates. Cancellations made more than 48 hours prior to check-in will receive a 100% refund. Cancellations made less than 48 hours prior to check-in will not receive a refund.
- **Group Classes:** Payment is due in full 12 hours prior to the start of class. A full refund is available prior to services rendered. Consistent cancellations may result in an inability to reserve spots in future classes.
- **Day Camp:** Payment is due in full 12 hours prior to drop-off. A full refund is available prior to services rendered. Consistent cancellations may result in an inability to reserve spots in camp in the future.

Photo/Video Release: I hereby assign and grant to Dogs in Progress LLC the right and permission to use, reproduce, distribute, and publish any photograph(s), audio recording(s) and video recording(s) of me and/or my dog(s) taken at any time during boarding, walking, training, or group classes, and I hereby release Dogs in Progress LLC from any and all liability resulting from such use, reproduction, distribution, and publication.