



## Service Contract

### Client & Dog Information

Guardian's Name:	Referred By:
Home Phone:	Work Phone:
Cell Phone:	Email:
Address:	
Dog's Name/ ID:	Breed/Age/Sex:
Dog's Name/ID:	Breed/Age/Sex:

### Emergency & Health Information

Emergency Contact:	Phones:
Vet Office/ Vet's Name:	Phone:
Current Medications:	Reason(s) for Meds:
Important Medical History Notes:	
May we share your training & behavior report with your veterinarian? Yes No	



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### **Vaccination Record(s)**

By signing this contract, you understand the following:

Toto Dog Training requires that all client dogs have current Rabies and Distemper/Parvo vaccinations. Current records must be sent and received by Toto Dog Training before services will be administered. If your dog is not currently up-to-date, you agree to have your dog vaccinated by your veterinarian before services are rendered.

Initials: \_\_\_\_\_

### **Description of Services**

Description of Services:	
Rate:	Total Due:

### **Homework & Assignments:**

By signing this contract, you understand the following:

Your trainer may assign homework and assignments for you and your dog to complete in between lessons. These assignments are essential for the success and completion of your training goals. By signing this, you understand that you are responsible for the completion of all assigned homework, and that you will complete each assignment to the best of your ability.

Initials: \_\_\_\_\_

### **Usage of Tools and Training Plans:**

By signing this contract, you understand the following:

Toto Dog Training does not use tools that are naturally designed to be aversive, including slip leads, choke chains/collars, prong collars, citronella spray collars, or collars that have the capability of shock. If you had previously used any of these tools, you agree to desist and avoid the use of such tools during the duration of doing business with Toto Dog Training. You also understand that you have the right to refuse the use of certain tools or techniques that may be utilized by Toto Dog Training. If you choose to break this written agreement, all services with



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Toto Dog Training will be terminated and no refund given. By signing this contract, you also understand that you have the right to offer input on your pet's training and service plan.

Initials: \_\_\_\_\_

By signing this contract, you understand that the agreed upon service/training plan may need to be amended and/or changed based on your pet's reactions to the techniques and equipment used during the service delivery. You also understand that Toto Dog Training will use only the philosophy, approach, methods and equipment discussed and agreed upon in the service plan, or in any altered training plans on which both parties concur and that you have signed.

Initials: \_\_\_\_\_

By signing this contract, you agree that should your pet require medical care and/or treatment while in the care of the professional without you (the owner) or an appointed guardian is present, you have been able to nominate your preferred veterinary provider to whom your pet should be taken. Alternatives will only be used if your preferred option is not open or not able to meet the needs of the emergency.

Initials: \_\_\_\_\_

By signing this contract, you agree that, should your pet's service plan include any services while you are not present, the professional may use only those techniques, methods, or pieces of equipment nominated in the original plan and agreed to by both parties.

Initials: \_\_\_\_\_

By signing this contract, you agree that if any training services take place in your absence, the professional agrees to provide, at minimum, a 2-minute video for each skill trained during that event.

Initials: \_\_\_\_\_

By signing this contract, you understand that Toto Dog Training offers no guarantees that the training plans and techniques used will solve the problem of your dog's behavior.

Initials: \_\_\_\_\_

**\*For Petting Sitting Clients\***

If your service contract includes pet sitting involving walks, please read the following:

By signing this contract, you understand that Toto Dog Training abides by all of the policies signed previously, including the use of prohibited tools while on walks. If your service contract



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includes dog walking, you agree that your dog will not be walked using tools prohibited by Toto Dog Training. An alternative walking tool, such as a flat collar, martingale, or harness , must be provided.

Initials: \_\_\_\_\_



## **Liability Waiver & Policies**



1. **Toto Dog Training** will endeavor to create as safe an environment as possible for the training of my dog and will offer only sound, safe, and responsible training and training instructions. However, to the extent that **Toto Dog Training** is insured for any unintentional or negligent errors, omissions, or incorrect assertions, **Toto Dog Training** will be responsible for any such acts or omissions, but only to the extent of such insurance. I have been told by **Toto Dog Training** and understand the inherent risks of owning a dog, including but not limited to the risk of dog bites to myself or others, and consequently I am and will remain responsible for the actions of my dog at all times, and I hereby agree to indemnify and hold harmless **Toto Dog Training** of any and all claims of injury, expense, costs, or damages caused by my dog. I understand that the recommendation of any other product or service is not a guarantee of my satisfaction with that product or service. Initial:

2. Payment Policy: Payment for any and all services must be made in full before services are rendered. Refunds will be issued only in extraneous circumstances as determined by Alley Rowland, Owner. There will be no credits issued.

Initial:



3. Cancellation Policy: Clients will be able to cancel or request a different appointment time at least 24 hours in advance. No refunds will be given if clients cancel or request to change their appointment less than 24 hours in advance. Clients will be allowed up to two "grace" periods (periods being defined as one period of service, i.e. one lesson, one behavior modification session, etc) for the duration of their payment of services.

Initial:

4. Breaking of Contract:

- a. Toto Dog Training reserves the right to break this contract for reasons that are not protected under state and federal law. These include, but are not limited to: refusing to pay outstanding balances, abuse toward employees or animals, using tools prohibited by Toto Dog Training, a history of incomplete homework/training assignments, or hiring and working with another trainer without prior authorization by Toto Dog Training while under contract with Toto Dog Training.
- b. By signing this contract, you reserve the right to leave and break this contract with Toto Dog Training at any time. However, no refunds will be given unless authorized by Alley Rowland, Owner.
- c. If you wish to work with another trainer or company other than Toto, you must first finish your service agreement with Toto or discuss with Toto Dog Training the breaking of this contract. Hiring or working with another trainer while under contract with Toto will result in the immediate termination of all services.

Initial:

This contract is validated by the signatures below in total and as approval for future services without additional written authorization.

Owner Signature:	Date:	Trainer & Title Signature	Date
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Training Appointments: