



Tail Country Pet Resort, LLC

7580 Hill Road, Dallastown, PA 17313

(717) 428-1799 www.tailcountrypetresort.com

Email: dogsrule@tailcountrypetresort.com Trainer's Email: tailtrainers@gmail.com

Day Training Customer Agreement

Owner's Name: _____

Primary Phone #: _____ **Secondary Phone#** _____

Address: _____

E-mail: _____

Dog's Name: _____

Breed: _____ **Age:** _____ **Sex:** _____ **Spayed/Neutered: Y/N**

Day Training Program:

- 2 - days/week training session
- Includes Daycare and/or Daycare Enrichment
- Training treats
- Handouts/resources, access to training videos
- Required: Weekly pet parent review with hands-on training
- Direct email to trainers for any questions/concerns

Day Training Curriculum:

Sit, Stay, Down, Recall (come), Leave it/ Loose Leash Walking, Check in, Four on the Floor – No Jumping, Mental Stimulation and Enrichment games, Focus on unwanted behaviors.

Retractable leashes ARE NOT used or permitted in training sessions.

All dogs must have had their Rabies, DHLPP & Bordetella vaccinations administered before entering any day training session.

Cost: \$550.00

- \$55/day - attendance 2x/week \$110/week
- \$440 = 4-week session
- \$110 = Enrollment fee – Due prior to first day of day training

After Training:

- 1 Review session at discounted rate **(\$30)**
- Daycare or Daycare Enrichment **\$2.00 off/day** up to 8-days
- 1-year monthly subscription to Whole Dog Journal
- Lifetime access to virtual training sessions

Certified Dog Trainers:

Sabrina Manalli, ABCDT (Animal Behavior College Dog Trainer)

Barbara Ail Noll, ABCDT, (Animal Behavior College Dog Trainer)

CPACP (Certified Professional Animal Care Provider)

Maleah Kile, Dog Handler – Dog Handling Academy

Note: Additional terms & conditions which are part of this agreement are set forth on page 2 & 3.

TERMS AND CONDITIONS FOR CUSTOMER AGREEMENT
GROUP OR DAY TRAINING CLASSES

1. _____ I, the owner shall complete the Guest Information Form, Contagious Illness Policy and responsible to provide all updated medical vaccination records and rabies certificate.
2. _____ I will provide a copy of their Rabies, DHLPP & Bordetella (kennel cough) vaccinations required before entering class.
3. _____ **If my dog is enrolled in the group training classes**, I understand that training fees are due in full upon at the first **group training class**.
4. _____ **If my dog is enrolled in the day training sessions**, I understand that the **day training enrollment fee** is due prior to my dog's first **day training session** and understand I have the option to pay on a weekly basis or full payment at the start of my dog's first **day training session**.
5. _____ I am required and will work with my dog at least three (3) 15-minute sessions/day on strengthening all commands taught. The reinforcement and consistency of training will increase the positive outcome of my dog's training sessions.
6. _____ I will be provided with verbal, hands on and written training instructions on how I can solve or curtail behavior problems. Training videos are available on the website and Facebook page.
7. _____ I understand that my dog must always remain on a standard 6' leash while on the property and retractable/extendable leashes are NOT allowed.
8. _____ I understand that the role I play in my dog's learning process is integral to achieving desired results. As the owner I acknowledge and agree that there is no guarantee that my dog will achieve the desired level of training, despite the best efforts of the trainers. As the owner, I understand that there are no refunds after receipt of payment. I understand that I am being trained to train my dog and that without 100% cooperation, as well as consistent reinforcement, my dog will not be fully trained. As the owner I am ultimately responsible for the dog's final outcome.
9. _____ I understand that attendance in dog obedience training is not without risk to my dog. Some of the dogs to which my dog may be exposed to may be difficult to control and may be exposed to illness associated with close contact with other dogs. I am aware of these risks and agree to then.
10. _____ I understand and agree that my dog may be videotaped, photographed, and recorded. TCPR shall be the exclusive owner of the results and have the rights to all proceeds of such tapings, photography, and recording. TCPR shall have the perpetual rights to copyright and to license any videos, photographs, and recordings to others to use in any manner. Unless I provide written notice to TCPR indicating otherwise, I agree that my dog may be used in all media, including social media, and in the promotion, advertising, sale and publicizing of TCPR.
11. _____ CANCELLATIONS: I understand I can postpone any of the lessons if a 24-hours' notice is given to the Tail Country Pet Resort's dog trainers. As the owner, I understand and agree that failure to give the TBPR dog trainers 24-hours' notice will result in a missed lesson and delay in training. Tail Country Dog Training is only obligated to give one (1) makeup training session due to the owner cancelling the session within 24-hours. Additional makeup lessons can be purchased at \$45-\$55 per session.
12. _____ TERMINATION OF TRAINING: I may have my dog withdrawn from training at any time, however, once training has begun, I understand all fees are non-refundable.
13. _____ I understand the trainers reserve the right to expel my dog from class. In these cases, private sessions may be recommended. I will fully disclose any aggressive tendencies that my dog may demonstrate in the Guest Information form.
14. _____ LIABILITY: As the legal owner/s of the above-mentioned dog, having carefully read and fully understand this agreement, do hereby waive and release Tail Country Pet Resort, LLC, Barbara Ail Noll, ABCDT, trainers and handlers from any liability and waiver of claims from any nature. This includes any injury, medical or veterinary expenses, death, sickness or damage my pet may suffer during or after any training session. I also agree to indemnify and hold harmless Tail Country Pet Resort, LLC, Barbara Ail Noll, ABCDT, trainers and handlers from any and all claims due to damage the pet may cause to any family members or any third parties during or after training.
15. _____ In the event that Tail Country Pet Resort, LLC and Barbara Ail Noll, ABCDT deems it necessary to employ legal counsel to protect its rights under this agreement, I the owner of the dog agrees to pay all expenses incurred by Tail Country Pet Resort, LLC and Barbara Ail Noll, ABCDT to enforce its rights under this agreement including, but not limited to cost and reasonable attorney's fees.

Tail Country Pet Resort, LLC does not guarantee the outcome of any training/counseling programs. The owner assumes full and complete responsibility for the dog's behavior during and after the training/consulting program.

I have read and understand that all training is contingent upon the owner's willingness to handle and/or work the dog described above.

This training agreement represents the full and only agreement between the parties. No modifications may be made to this agreement unless in writing and signed by both parties.

Owner's Signature: _____ Date: _____

Tail Country Pet Resort, LLC Dog Trainer: _____ Date: _____



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Training email: tailtrainers@gmail.com