

Besa Pets – Dog Training

General Guidelines, Terms and Conditions, and Waiver of Liability

GENERAL GUIDELINES

Our Training Philosophy:

We believe in helping our dogs by understanding how and why they do certain things so we can use that information to then teach them what we want them to do. We exclusively utilize training methods/ techniques that are force-free and free of implicating fear into dogs. We exercise positive reinforcement to get our dogs to do things willingly and happily for us. For this training to be most-effective, we ask you consistently and regularly practice what you learn not just here during class time, but when you are at home and/or out and about with your dog as well.

Training Classes and Eligibility:

We offer group training classes, private training classes, and day training classes for pets at least eight (8) weeks of age. Anyone interested in signing up for a training class must first complete the Besa Pets Training Evaluation Form prior in order to be eligible to register. Registration does not guarantee acceptance as Trainer retains sole discretion regarding any dog's appropriateness for training.

What to Bring for Each Class:

- A blanket, towel, or dog bed for dog to rest on (helps make dog more comfortable in class)
- A variety of high-value treats for your dog (this will vary by pet and owner)
- Items/toys that keep your dog busy (i.e. a kong, rope toy, or dog bone)

Expectations for Each Training Session:

- Plan to arrive at least 5-10 min. prior to the official class start time (this allows dogs time to come in and settle down before each session)
- Make sure your dog has on its collar/harness attached to a 4-6ft leash *before* entering the training facility
 - NOTE: We strictly prohibit use of the following items in our training classes –

- Slip leads
 - choke collars/pronged collars
 - electric collars
 - head halters, or
 - any other aversive training equipment
- Ensure you and your dog stay approximately **3 feet apart** from any other people/dogs participating in the class.
 - Do not let your dog greet another dog while in the training facility and on-leash unless expressly permitted to do so by the Certified Pet Trainer.
 - As a reminder, you are responsible for maintaining your and your dog's safety and wellbeing during training.
- Minor children are welcome and encouraged to participate in training classes with their parent/legal guardian and/or sit and observe the class as long as they are able to do so without being disruptive to other persons or dogs during the session.
 - If the Trainer determines in its sole discretion that a minor child who is either participating or observing in a training session is being too disruptive for any reason, the Trainer at any time may ask the participant accompanying such child to leave the session and a refund and/or credit will not be issued.
- Participants are asked to refrain from using a cell phone or other smart communication device during training sessions except in case of emergency.
- An outdoor potty break for dogs will be offered halfway through each training session. Dogs should be taken to the grass area along the back of the training facility, and each participant is responsible for cleaning up after their own dog. Cleaning supplies are offered both inside and outside the training facility for your convenience.
- The following actions are **not permitted** during class or inside the training facility:
 - Hitting and/or yelling at your (or someone else's) dog
 - Doing a leash pop/leash check
 - Physically forcing your dog to act in a certain manner
 - Smoking or vaping inside the training facility

TERMS & CONDITIONS FOR DOG TRAINING

Class Start Time:

Each training class starts promptly at the scheduled time.

Please arrive 5-10 minutes *prior* to each class start time to allow your dog to have time to come in and settle.

Payment for Training Sessions:

Customer must provide payment information for training classes at the time the customer schedules/signs up for each session, which will be charged during the 24-hr period immediately preceding class start time. Failure to cancel a training session with at least 24 hours' notice may result in a cancellation fee equal to the cost of that training session.

Female Dogs In Heat:

We do not allow any dogs in heat to attend any scheduled training classes. If your dog does go into heat prior to a scheduled training class, please email Besa Pets promptly at besapets@gmail.com or call Besa Pets at (717) 898-8081 to notify them prior to your scheduled class start time so they can advise how you should proceed. A dog in heat may not participate in training classes until two weeks has passed after the day the discharge stops. All efforts will be made to reschedule to a future set of classes.

Dismissal from Training Session:

Besa Pets reserves the right to cancel your training agreement at any point in time and/or dismiss you from a training class if it has reason to believe you are non-compliant with its training expectations or the terms and conditions of your training agreement for Besa Pets; you (or another person attending a training session with you) are disruptive to the session(s) and/or to others; you consistently fail to follow the techniques/advice of the Trainer; or you and your dog are simply not a good fit for Besa Pet's training program (as decided in the Trainer's sole discretion). No refunds will be given for training sessions that have already been held or are ongoing at the time of cancellation/dismissal.

Missed Classes & Refund Policies:

Classes Cancelled Due to Weather

Besa Pets reserves the right to cancel a training session if necessary due to weather-related conditions or concerns, as determined in its sole discretion, at any time prior to the scheduled class start time. If a decision to cancel a class due to weather is made, Besa Pets will email you as at the email you provided during class sign-up. If a decision to cancel a class due to weather is made less than an hour before the scheduled class time, Besa Pets will additionally attempt to notify you via phone if possible. Private client appointments cancelled due to weather will be rescheduled. Group training cancelled due to weather will be made up at a future class with the instructor determining when within the class cycle to schedule the make up.

Group Training Classes

If you know in advance you need miss a scheduled group training class, please email Besa Pets promptly at besapets@gmail.com or call in to Besa Pets at (717) 898-8081 as soon as you're aware of the upcoming absence. If you miss a group training class and would like to follow up

on what was missed a list of what was covered can be provided upon request. You can additionally call in advance prior to the next scheduled group training class and request if the Trainer has any availability to meet 15 min before the next scheduled class start time to briefly cover what was discussed. Availability of this accommodation is not guaranteed and is subject to change based on Trainer's availability on the requested date. **There are no refunds permitted and no credit issued if you miss a group training class.**

Private Training Sessions

If you know in advance you need miss a scheduled private training class, please contact the Trainer directly or besapets@gmail.com or call in to Besa Pets at (717) 898-8081 as soon as you're aware of the upcoming absence. You will not be charged for the private training session if you cancel *at least* 24 hours in advance of the scheduled class. If you are late to a scheduled private training class, no additional time will be added to your scheduled session to make up for any time lost due to your tardiness. **No refunds are permitted and no credit will be issued if you do not attend a scheduled private training session or cancel with less than 24 hours notice.**

TERMS, CONDITIONS AND COVENANTS FOR TRAINING

The pet owner is responsible for disclosing to Besa Pets, LLC, any physical or behavioral conditions that may cause the pet to be a hazard to themselves, others, staff, or the facility and its contents. This includes, but is not limited to, jumping or climbing fences, digging holes, chewing on beds/blankets/enclosures, opening doors/gates, guarding of space, toys, or food, past/present aggressive displays towards other animals or humans, and allergies. Besa Pets, LLC, reserves the right to refuse service to your pet if they do not feel that he/she can be handled and cared for safely while in their care.

All dogs attending training must have up-to-date vaccinations, including Rabies, DHHP (or similar booster), and Bordetella. Canine Influenza is recommended. Documentation is required at time of service. It is the pet owner's responsibility to ensure current vaccinations. It is required by law to have a current rabies vaccination certificate on file for each pet. Required canine yearly vaccinations include Rabies, and Bordetella. Although we encourage intra-nasal Bordetella, we recommend you talk with your vet to decide if intra-nasal Bordetella is best for your pet. Recommended vaccinations include Leptospirosis and the Canine Influenza Vaccination. Besa Pets, LLC, reserves the right to refuse service if adequate vaccine documentation is not provided.

Besa Pets, LLC, reserves the right to refuse service if adequate vaccine documentation is not provided. In addition, Besa Pets, LLC, requires that all dogs be licensed, regardless of the state in which you and your dog reside; proof of licensing is required before any services will be rendered by Besa Pets, LLC.

Please keep in mind we cannot prevent all dog communicable illness. Due to dogs being in close proximity such illness may include, but not be limited to: Tracheobronchitis ("canine cough"), intestinal parasites, and "doggie pink-eye". PLEASE notify us if you have a dog with a decreased immune system. It is also the owner's duty to report any signs of change in their dog's health (i.e. sneezing, coughing, diarrhea, discharge from eye, lethargy, etc.) immediately and KEEP dog home. We request all customers be diligent to provide us honest feedback to their pet's health upon entry into Besa Pets, LLC, training. If a pet becomes ill after leaving Besa Pets, LLC, we request the Owner call to notify us. It is the Owner's responsibility to keep the pet home and not bring for any services at Besa Pets, LLC, if the pet is experiencing any symptoms of coughing, nasal discharge, eye discharge, vomiting, and/or diarrhea.

Pets showing signs of any contagious illness are not allowed in the facility. This includes coughing, sneezing, eye or nasal discharge, or hemorrhagic gastroenteritis. Pets which begin showing signs while on the premises will be asked to be removed.

However, owner acknowledges and agrees that vaccines are NOT a guarantee and Besa Pets, LLC, is not responsible for any veterinary expenses that may occur as a result of illness. Even in the most hygienic, well-ventilated, spacious pet care facility, the possibility of your pet acquiring any of the aforementioned contagious illnesses is still a risk factor. You don't need to isolate your pet to prevent infection. The best recommendation is to discuss with your veterinarian what combination of vaccines and boosters they recommend. If your pet does come down with a contagious illness, please do not blame anyone or any place. There may have been an infected dog, unknown to anyone, that acted as a source for other dogs. We ask ALL pet owners to be aware of their pet's behaviors and check for signs of illness, and if your pet exhibits any signs of illness (i.e. diarrhea, vomiting, coughing, or anything out of the ordinary), PLEASE DO NOT bring them into our facility.

Dogs may be involved in play / socialization exercises throughout their training with Besa Pets, LLC. Play / socialization can result in minor nicks, bumps/bruises or possible injury to joints, ligaments, tendons, etc...Any serious problem will be addressed immediately. Playing on any solid surface can result in abrasions to the dogs' pads and owners must be aware

this cannot be prevented if their dog s to be involved in play at Besa Pets, LLC, . If your pet sustains an injury during their training that we are unaware of, you MUST notify us within 24 to 48 hours. If your dog is involved in an aggressive incident which results in a puncture injury, you will be notified immediately and appropriate medical care will be provided. If a puncture injury requires sutures, you will be notified immediately to allow adequate time to schedule a vet visit. Besa Pets, LLC, is not responsible for veterinary costs for play or aggressive injuries that occur while attending Besa Pets, LLC.

All dog training instruction by Besa Pets, LLC, is only meaningful, effective and worthwhile if the Owner continues with training protocols on his or her own and outside of Besa Pets, LLC, training. Failure of the owner to do so may reduce the effectiveness of any such training by Besa Pets, LLC. Furthermore, if you are training outside of the training and guidance provided by Besa Pets, LLC, any actions or resulting behaviors by you or your dog are your responsibility. You are responsible for acting within the guidelines of the laws of your individual state. Any actions taken by you or your dog are your sole responsibility and in no way is Besa Pets, LLC, responsible for the actions of you or your dog.

Any photographs taken of I or my dog while in class is the property of Besa Pets, LLC, can be used on its web-site, advertising or marketing publications. Any photographs taken of me or my dog while in class is the property of Besa Pets, LLC, and can be used on their web-site, social media, advertising or marketing publications. Further distribution or reproduction of those images is not permitted without the expressed written consent of Besa Pets, LLC. In addition, I am not permitted to post on any website, social media, advertising or marketing publication any photographs and / or videos or any training session in whole or in part with the expressed consent of all of those captured on any type of photographic media.

Besa Pets, LLC, reserves the right to refuse service to anyone. Children under the age of 18 years must be accompanied by an adult. Junior handlers must be at least 12 years old.

By signing below, you agree to all terms, conditions and Release of Liability.

Owners Name: _____ Legal Owner of (dogs name) _____

Date: _____ Owners Signature _____