This Customer Agreement ("Agreement") is made as of _____, 20___, by and between, Charm School for Dogs (the "Company") and _____, (the "Customer" or "you").

Services. The Company offers a variety of dog training, boarding and related services and products to its customers, including, without limitation, the following (individually and collectively, as the context requires, the "Services"): Boarding and Training, Boarding, Private Lessons, Day Training, Adventure Day training.

Cost for Performing Services. The total amount charged to you will depend upon the Services that you request. All fees must be paid prior to the commencement of the Services.

Refund policy. All fees are non-refundable. At the Company's discretion, Services cancelled by the Customer with more than 48 hours notice may be rescheduled. Services cancelled with less than 48 hours notice will be forfeit. All unused training sessions expire six months after purchase.

Customer Acknowledgments, Agreements, Authorizations and Obligations. In consideration of the Company providing you with any Services, you hereby agree to the following:

1. **Dog information** You agree to provide us with information relating to your dog(s) ("Dog") upon request and to disclose in writing any aggression shown by your Dog towards people or other dogs, including any instances of growling, snapping, barking, hackling, lunging, chasing, or biting.
2. **Change in contact information** You agree to promptly inform us of any changes in your physical address, e-mail address and phone number.
3. **Health and vet records** Your Dog is in good health, free of fleas, ticks and internal and external parasites, and has not been ill with or exposed to any communicable disease or condition within the past thirty (30) days. Your Dog's vaccinations are current and will remain up-to-date during the provision of our Services. You agree to provide us with your Dog's veterinarian contact information and vaccination records, upon request.
4. **Notice of illness** You agree to notify the Company at least twenty-four (24) hours in advance of a scheduled training session if your Dog is showing signs of illness. The Company will determine and inform you if your Dog may attend the training session.
5. **Location** All training lessons will take place at a location determined by the Company. Board and Train and Boarding will take place at the trainer's home. The Company has your permission to transport dog to other locations as appropriate for socialization and training goals.
6. **Training** We are confident in the effectiveness of our training and behavior modification techniques; however, the results of training depend upon a variety of factors outside of our control including the dog's previous history, environment, innate characteristics, and the extent to which training recommendations are applied. In order to maximize your Dog's training success, you agree to work with your Dog daily using the methods and tools taught during training sessions. Failure to do so will negatively impact you reaching and maintaining your Dog's training and behavior modification goals. We do not guarantee a specific outcome related to the provision of our services or that the results of any training/behavior modification will last for any particular period of time.
7. **Socialization** You acknowledge and agree that during certain Services, your dog may be permitted to interact and play with other dogs. You acknowledge that animals can be unpredictable and even with supervision there is possibility of injury to your dog or another dog during these activities. Interaction with other dogs is not guaranteed as a part of any Services and that the Company may remove your dog from group settings if it is unsafe for your dog or for other dogs.
8. **Dog food & other items** You agree your Dog's food and any medication needed for the duration of Boarding or Board and Train is your responsibility and will be dropped off with the dog. In the event more needs to be provided, you agree to reimburse the cost. You may also drop off toys, a dog bed or blankets from home to assist in making the dog as comfortable as possible. However, you acknowledge that there is a chance these items can be damaged or lost and agree the Company will not be held responsible or liable for any lost, stolen, or damaged personal property belonging to you or your Dog.

9. **Emergency care of dog** While providing Services, if the Company believes that your Dog needs urgent veterinary care, the Company may take the Dog to a local veterinary clinic. You agree to pay any associated costs and expenses incurred directly to the applicable veterinary clinic prior to the Dog's release. The Company will attempt to contact the Customer before incurring such expenses.
10. **Abandoned dog** If your Dog is not picked up on the scheduled pick up date, the Company will provide the Customer with a notice that requires the dog to be picked up within ten (10) days. In the event that the dog is not picked up within the ten day period, the dog will be deemed to be abandoned and the Company will gain legal custody and ownership of the Dog and retain the right to keep the Dog, or place the Dog in a shelter or with animal control, or place the Dog in a new home. Customer will be charged Company's daily boarding rate for any additional boarding days following notice to Customer.
11. **Responsibility** You assume sole responsibility for your Dog and your Dog's actions at all times both during the provision of the Services and in the future.
12. **Liability release** You agree to hold the Company and its owner, trainers, employees, independent contractors, and affiliates (collectively, the "Indemnified Parties") harmless from and against any liability, loss, damage or expense suffered by you, your property, or your Dog during the provision of the Services, including without limitation, any loss or damage caused by other customers or Dogs. You agree to indemnify, defend, and hold harmless the Indemnified Parties from and against any and all liability, loss, damage, settlement, or expense (including reasonable attorneys' fees), as incurred by the Indemnified Parties in connection with any claim arising out of your or your Dog's actions during the provision of Services or at any time in the future.
13. **Photo and video release** You grant to the Company any and all rights to utilize the name, likeness, image, voice, appearance and performance of you and your Dog, in whole or in part, for the purpose of promoting or advertising the Services, education, or any other purposes as determined by Company.

Severability. In the event that any of the provisions contained in this Agreement is held to be invalid, illegal or unenforceable in any respect by a court (i) such provision will be deemed to be restated to reflect as nearly as possible the original intentions of the parties in accordance with applicable law, and (ii) the remaining terms, provisions, covenants and restrictions of this Agreement shall remain in full force and effect. The Company will be deemed to have accepted this Agreement, without execution, upon the acceptance of a payment for services to be provided or the commencement of the services.

Company

Signature _____

Printed Name_____

Customer

Signature _____

Printed Name_____