

Service Agreement

This Service Agreement("Agreement") is made as of [Date], by and between Stephanie's Pack Dog Training ____("Trainer"), and [Client's Full Legal Name], residing at [Address] ("Client or Pet Parent").
Trainer and Pet Parent may be collectively referred to as the "Parties".

Whereas, Stephanie's Pack Dog Training ("Trainer") provides professional dog training services; and

Whereas, Pet Parent desires to engage the Trainer for such services under the terms and conditions of this Agreement;

Now, therefore, in consideration of the mutual promises and covenants set forth herein, the Parties agree as follows:

The introduction statements ("Recitals") set forth above are hereby incorporated by reference made a part of this Agreement as if fully stated herein.

1. Services Requested and Payment.

The services requested by Pet Parent, as accepted by Stephanie's Pack Dog Training ("Trainer"), and the charges for providing such services are listed in **Exhibit A**, which is incorporated by reference and made a part of this Agreement.

In some cases, the Trainer may require the Pet Parent to provide advance payments. These payments remain the property of the Pet Parent until earned by Trainer. The Trainer will initially rely on the advance for its fees but shall issue invoices as needed for any additional fees or cost incurred while rendering services.

Payments Terms:

- Payment of invoices is due upon receipt. Prompt payment is expected.
- Failure to pay an invoice within 5 days may result in a default under this Agreement and may lead to suspension of services or legal action as outlined in Section 10 ("Default")

Scope of Services:

Stephanie's Pack Dog Training currently provides the services described in this agreement but reserves the right to modify or expand its offering.

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2. **Evaluation/ In- Home Training**

The Trainer agrees to provide professional dog training services as discussed during the initial evaluation. The goal of these sessions is to teach the Pet Parent how to train, handle, and communicate effectively with their dog.

Training sessions may take place at the Pet Parent's home or other agreed-upon locations. The Trainer will make every reasonable effort to help the Pet Parent achieve their training goals; however, results cannot be guaranteed. Each dog is an individual, and progress depends on factors such as the dog's temperament, environment, health, and the Pet Parent's consistency in following the Trainer's instructions.

The Pet Parent agrees to:

- Follow the Trainer's instructions consistently, both during and between sessions.
- Practice daily with their dog using the methods and cues provided.
- Maintain a safe and positive learning environment for both the dog and all household members.

The Trainer's purpose is to guide and support the Pet Parent through the training process while helping to build a lasting bond based on structure, trust, and communication.

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3. **General Policies & Maintaining Goals**

Stephanie's Pack Dog Training is dedicated to helping each Pet Parent and their dog reach their training goals. To maintain and continue progress after each lesson or program, the Pet Parent agrees to uphold the following commitments:

1. **Consistency:** The Pet Parent must practice the training exercises provided by the Trainer on a regular basis to help reinforce desired behavior and prevent regression.

2. **Clear Communication:** Use only the cues and techniques provided by the Trainer. Avoid mixing methods, as this can confuse the dog and slow progress.
3. **Balanced Reinforcement:** The Pet Parent must avoid rewarding unwanted behaviors and should follow all guidance regarding corrections, rewards, and timing.
4. **Ongoing Support:** The Trainer will provide advice and education materials to assist the Pet Parent maintaining results. The Pet Parents agrees to contact the Trainer with questions or concerns before making changes to the training plan.
5. **Off- Leash Reliability:** The Pet Parents understand that dogs may not be reliable off-leash without consistent long-term practice, management, and supervision.

The Pet Parents acknowledges training success depends on their participation, follow-through, and the dog's individual learning ability. The Trainer's role is to provide guidance, structure, and professional feedback to help the Pet Parent achieve the best possible outcome.

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4. Training.

The Trainer agrees to provide professional guidance and hands- on instruction to help the Pet Parent and their dog reach the agreed-upon training goals. These goals may include, but are not limited to:

- Sit, stay, and come (with and without distractions)
- Heel and polite leash walking
- Place command and impulse control
- Door and car manners
- Respecting household boundaries
- Quiet command and calm behavior
- Proper dog-to-dog and dog-to-human introductions
- Addressing issues such as digging, barking, separation anxiety, or reactivity

The Pet Parent Understands that training success depends on the dog's temperament, consistency at home, and the Pet Parent's participation. While the Trainer will make every reasonable effort to achieve progress, **results cannot be guaranteed** due to each dog's unique learning style and environment.

Photo and Video Release

Stephanie's Pack Dog Training believes that video and photo documentation are valuable education tools. The Pet Parents understands and agrees that sessions may be videotaped or photographed to support training progress.

The Pet Parent grants permission for Stephanie's Pack Dog Training to use photographs, videos, or written materials that may include the Pet Parent and/or their dog for educational, promotional, or marketing purposes (such as website, social media, or training demonstrations). The Trainer agrees that these materials will always be used respectfully and in alignment with the mission of promoting humane, balanced training methods.

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5. Expectations and Risk

The Pet Parents understands that dog training involves both rewards and potential risks. While every effort will be made to ensure safety, Stephanie's Pack Dog Training cannot be held responsible for unforeseen circumstances that may arise during or after training sessions.

The Pet Parent agrees to:

- Follow the Trainer's guidance and maintain consistency in practicing lessons at home.
- Disclose any known health issues, allergies, or behavioral concerns (such as aggression, fear, or reactivity) before training begins.
- Keep the dog up to date on vaccinations, flea/tick prevention, and necessary veterinary care.
- Use proper equipment as recommended by the Trainer, ensuring it fits correctly and is in safe condition.
- Supervise their dog at all times and manage the environment to reduce risk of injury, escape, or property damage.

The Pet Parent acknowledges that even with professional training, **no dog's behavior can be guaranteed** due to factors such as age, genetics, environment, and ongoing handling. The Trainer will make every reasonable effort to help modify behaviors and provide safe, effective instruction.

The Pet Parent accepts full responsibility for any actions, injuries, or damages caused by their dog during or after training sessions. Stephanie's Pack Dog Training shall not be liable for any loss, injury, or damage to persons, animals, or property resulting from the dog's behavior, either during or after the training program.

Tardy / Late Arrival Policy

Pet Parents are expected to arrive on time for each session to ensure full use of the scheduled time. Arriving more than 15 minutes late will be considered a late cancellation, and the full session fee will apply. If a Pet Parent is late but within 15 minutes, the Trainer will proceed with the session according to the dog's needs. Any missed discussion or instruction may be supplemented with homework, reading, or videos to reinforce learning. Repeated tardiness may result in rescheduling limitations or loss of session time without refund.

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6. Payments, Cancellations, Refunds.

All training fees are due as outlined in the invoice or service agreement provided by Stephanie's Pack Dog Training. Payment must be received prior to the first scheduled session unless otherwise agreed upon in writing.

Accepted Payment Methods:

Cash, Zelle, Venmo, or other approved payment platforms as specified by the Trainer.

Late or Missed Payments:

If payment is not received by the agreed date, sessions may be paused or rescheduled at the Trainer's discretion until payment is completed in full.

Cancellations and Rescheduling:

- Cancellations must be made **at least 24-hour in advance** of the scheduled session.
- Cancellations made less than 24 hours' notice will result in a **forfeited session or a fee equal to the full cost of that session**, as that time slot was reserved exclusively for the Pet Parent.
- If the Trainer needs to cancel or reschedule a session, notice will be given as soon as possible, and the session will be rescheduled at no additional cost.

Refunds and Packages

- Training package purchases are **non-refundable** once sessions have begun.
- Sessions included in a package must be completed within **3 months** from the date of purchase.

- Unused sessions that expired or are forfeited due to lack of communication or scheduling do not qualify for a refund.

The Pet Parent understands that paying for services indicates acceptance of these payment and Cancellation terms.

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7. Liability and Release of Claims

The Pet Parent understands that working with animals carries inherent risks. While every effort will be made to ensure safety, Stephanie's Pack Dog Training, its Trainer(s), and any associated staff or representatives cannot be held liable for any injury, loss, or damage to persons, animals, or property that may occur before, during, or after training sessions.

The Pet Parent assumes full responsibility for the actions and behavior of their dog at all times. This includes, but is not limited to, any injury or damage caused by the dog to people, other animals, or property.

The Pet Parent agrees to release, waive, and hold Stephanie's Pack Dog Training, its owner, employees, contractors, and agents from any and all claims, demands, or causes of action arising from participation in training activities, whether in-person, or, or on-site.

The Pet Parent also acknowledges that the Trainer may make recommendations regarding equipment, techniques, or behavioral management strategies, and that the ultimate decision to implement these recommendations rests with the Pet Parent. The Trainer will not be held responsible for results or outcomes arising from the Pet Parent's choices or application of training outside of sessions.

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8. Emergency Care and Veterinary Release

In the event of an emergency involving the dog, Stephanie's Pack Dog Training will make every reasonable effort to contact the Pet Parent immediately. If the Pet Parent cannot be reached in a timely manner, the Trainer is authorized to seek veterinary care for the dog as deemed necessary for the animal's health and safety.

The Pet Parent agrees to assume full financial responsibility for any veterinary services, medications, or treatments rendered under these circumstances.

The Pet Parent releases Stephanie's Pack Dog Training, its Trainer(s), and representatives from any liability related to the seeking of emergency veterinary care and understands that the Trainer will act in good faith and in the best interest of the dog.

If the dog has a preferred veterinarian or clinic, the Pet Parent should list the information below:

Veterinarian/ Clinic Name:_____

Phone Number:_____

Address:_____

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9. Assumption of Risk and Safety Protocols.

The Pet Parent acknowledge that working with dogs, especially those who may have behavior issues, carries certain risks. These may include, but are not limited to, bites, scratches, allergic reactions, property damage, or injuries caused by the dogs actions.

Stephanie's Pack Dog Training follows safety protocols designed to reduce these risks. However, the Pet Parent understands that it is impossible to eliminate all potential hazards when handling or training animals.

The Pet Parent agrees to follow all safety instructions provided by the Trainer during and between sessions, including the use of recommended tools, leashes, collars, and handling techniques.

If a dog displays aggression or poses a threat to safety, the Trainer reserves the right to modify the training plan, use additional safety equipment, or end a session early if necessary. Should ongoing aggressive or unsafe behavior persist, the Trainer may terminate the training agreement for the safety of all parties.

The Pet Parent assumes full responsibility for any injury, damage, or incident that occurs as a result of their dog's behavior, whether during a session or afterward.

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10. Confidentiality and Professional Conduct

Stephanie's Pack Dog Training values the privacy and trust of every Pet Parent. All personal information, training details, and client communications will remain confidential and will not be shared with any third party without written consent, except when required by law.

The Trainer agrees to maintain professionalism, respect, and discretion in all interactions. The Pet Parent agrees to communicate respectfully and constructively during all sessions and follow-up discussions.

The Trainer may occasionally use general, non-identifiable examples from training sessions for educational purposes (such as teaching materials or professional seminars), but no personal information, names, or identifying details will ever be disclosed without explicit permission.

Both the Trainer and Pet Parent agree to maintain an open and honest dialogue to ensure the best outcome for the dog's progress and well-being.

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11. Communication, Boundaries and Consistency

Stephanie's Pack Dog Training values clear communication, professionalism, and mutual respect. The Trainer's role is to guide, support, and educate the Pet Parent through structured training plans while maintaining appropriate professional boundaries.

Communication:

- Pet Parents are encouraged to reach out with questions or updates between sessions, but communication should remain within the Trainer's regular business hours (9:00 a.m. - 6:00 p.m., Monday through Friday).
- Messages received outside business hours will be responded to on the next business day.
- Training-related communication should be concise and limited to progress updates, questions about techniques, or scheduling needs.

Boundaries

- The Trainer provides professional support during scheduled sessions through reasonable follow-up communication. Extended coaching, emotional support, or unrelated advice falls outside the scope of training services.
- The Trainer reserves the right to redirect conversations that fall outside the purpose of training.

Consistency:

- The Pet Parent agrees to follow through with the training plan, daily practice, and assigned homework or videos.
- Consistency is key to long-term results; the Trainer can only guide progress based on the Pet Parent's active participation and honest feedback.

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12. Termination of Agreement

Either Party May terminate this Agreement at any time with written notice to the other Party.

If the Pet Parent chooses to terminate this Agreement before all sessions have been completed, any remaining fees for unused sessions will not be refunded, as time and scheduling have been reserved exclusively for the Pet Parent and cannot be reassigned.

If Stephanie's Pack Dog Training determines that continuing services is not in the best interest of the dog, the Pet Parent, or the Trainer - whether due to safety, health, or ethical concerns - Trainer reserves the right to terminate this Agreement. In such cases, any unused prepaid sessions may be refunded at the Trainer's discretion, less any completed sessions and administrative fees.

Upon termination, all obligations of both Parties will cease, except those explicitly stated to survive termination (such as confidentiality, liability limitations, and payment obligations).

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13. Governing Law and Dispute Resolution

This Agreement shall be governed by and constructed in accordance with the laws of the State of California, without regard to its conflict of law principles.

Both Parties agree to make every reasonable effort to resolve any disagreement or dispute through open communication and cooperation. If a resolution cannot be reached, the Parties agree to attempt mediation before pursuing legal action. Mediation shall take place in San Mateo County, California, unless both Parties agree otherwise in writing.

If mediation is unsuccessful, any legal action or proceeding arising from this Agreement shall be brought exclusively in the state of federal courts located in San Mateo County, California. Each Party consents to the personal jurisdiction of those courts and agrees that those venues are appropriate for resolving any disputes related to this Agreement.

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15. Entire Agreement & Signatures

This Agreement represents the entire understanding between Stephanie's Pack Dog Training ("Trainer") and the Pet Parent regarding the services described herein. It supersedes any prior discussions, agreements, or understandings, whether written or verbal.

No changes or modifications to this Agreement shall be valid unless made in writing and signed by both the Trainer and the Pet Parent.

Both Parties acknowledge that they have read, understood, agree to all the terms and conditions outlined in this Agreement.

Initial_____

Pet Parent Signature:_____ Date:_____

Trainer Signature (Stephanie's Pack Dog Training):

_____ Date:_____