



TRAINING EXPECTATIONS, CONSENT AND WAIVERS

Service Expectations: Gigi's instructors will endeavor to create a safe environment for the training of my dog and will offer only sound, safe, and responsible care, and instructions. All training and care with Gigi's follows the standard of Least Intrusive Minimally Aversive (LIMA) methods. I am aware that management, training, and behavior modification do not require the use of shock, force, pain, punishment or intimidation. Methods that utilize these serve to destroy the relationship with my dog and increase the chance of fearful and aggressive responses from my dog. For the safety of both my family and dog, I will talk to my behavior consultant prior working with another behavior professional or using training methods or tools other than what is recommended. Use of such methods and tools can cause unpredictable outcomes and will not be used or recommended as a part of any service.

- Other dogs and handlers: I may work in proximity to other dogs and handlers that may require additional space. In some cases, my dog may require more space. Not all dogs are comfortable around unfamiliar dogs and humans. I agree to respect each team's needs and handle my dog to best promote the ability of each team to feel safe and learn. If at any time I am unsure what to do, or feel unsafe, or uncomfortable, I will ask my behavior consultant or instructor for help.
- Equipment: Dogs must present for training with a flat collar that will not slide off, comfortable and well fitted harness, or head collar that the dog is used to and enjoys wearing. They should also have a 4 to 8 foot standard leash. The owner will be responsible for the cost of equipment or supplies if the behavior consultant must provide it, or if it must be replaced due to poor condition.
- Impact of prior history: I understand that genetics, medical condition, nutrition, and prior history effect my dog's behavior. The rate at which behavior can be changed is dependent on the dog, and their current abilities. I understand that this training may not be able to change my dog's behavior or reach my specified goals. Gigi's cannot guarantee that my dog will do or stop doing any specific behavior.
- Dangerous Behavior: I agree to disclose any danger my dogs may present to people or other animals. I will immediately inform the behavior consultant of all situations which I am aware may provoke fear or aggression in my dog, and I am responsible for avoiding those situations.
- Maintenance of Goals: I understand that in order to reach my behavior goals, and see results:
 - I must understand the principles of training and behavior modification presented by the instructor



- I must apply the principles of training and behavior modification, and implement the protocols as set out by the instructor
 - I must work with my dog to further establish and maintain any behaviors developed during training sessions
 - I must not interact with my dog in a way that reinforces unwanted behavior and/or punishes good behavior. I must intervene if another person interacts with my dog in a way that reinforces unwanted behavior and/or punishes good behavior
 - I understand that additional training and/or follow up may be needed to reach my goals. If I need additional help, I will contact Gigi's as needed.
- **Veterinary Care:** Gigi's is not responsible for delays in training due to medical reasons. If a medical concern or illness may be contagious or may hinder training, the owner should contact their behavior consultant as early as possible to discuss rescheduling.
 - **Vaccinations:** I will provide Gigi's with proof that my dog has been vaccinated as requested, and is current for rabies, distemper and parvovirus. My dog must be flea/tick free. For sessions in our facility, we require vaccination for Bordetella and recommend it for all dogs using our services. Puppies attending group sessions must be at least 7 days out from their first vaccines and up to date on boosters per their veterinarian's recommendation. We will only accept vaccines given by a veterinarian.
 - **Payment Policy:** All sessions are paid at the time of registration. We reserve the right to cancel registrations with no payment. Package discounts may be available for multiple classes/sessions purchased in a block. Packages must be paid in full before using credits.

Waivers:

1. I will not hold Gigi's responsible for any unintentional errors, omissions, or incorrect assertions. I understand that the recommendation of any other product or service is not a guarantee of my satisfaction with that product or service. Further, I am and will remain responsible for the actions of my dog at all times and I hereby agree to indemnify and hold harmless Gigi's of any and all claims of injury, expense, costs, or damages caused by the actions of my dog while under the care of Gigi's, and under my own care as a result of following training instructions. I am aware of and understand the inherent risks in owning a dog, including but not limited to the risk of injury and dog bites to myself or others.



2. I hereby waive my rights to any claim and release Gigi's and its agents from any and all liability of any nature, for injury or damage which I or my dog may suffer, including specifically, but not limited to, any injury or damage resulting from the action of any dog, and I expressly assume the risk of any such damage or injury while attending any playgroup, training session, function or event wherever the activity is taking place.
3. I hereby agree to indemnify and hold harmless Gigi's, its instructors and/or agents from any and all claims, or claims by me, any member of my family or any other person accompanying me to any training session wherever they may be located arising out of any action by any dog, including my own, including but not limited to the responsibility for all damages, expenses and legal fees.
4. I agree to waive all claims against Gigi's and to indemnify and hold Gigi's, its officers, agents, and employees, independent contractors, harmless from any and all liability or claims I may have or that any other person or entity may have because of any death, bodily injury, personal injury, or because of any loss to property that may arise out of or in any way be connected with my dog's training.
5. Information and photo consent: The privacy of our clients and their dogs is very important to us, and the behavior consultants with Gigi's will never sell or share your personal information. We request these permissions and use of information from training with clients in order to better serve you, as well as current and future clients. Some of the ways in which we might make use of information, photos or videos collected while in sessions: communication with other pet professionals including your veterinarian, producing educational information such as seminars/webinars, marketing, and developing professional credentials/training. If at any time you would like to request, we discontinue use of any specific information or media collected in training, please contact us with your request directly.

I give my consent that Gigi's may:

- Contact our veterinarian to receive proof of vaccinations, and information regarding treatment and tests for communicable disease. Your vet may also require your direct consent in order to speak with us.
- Share information regarding behavior and training, and medical history of our pets with our veterinarian in order to improve the quality of care. Your vet may also require your direct consent to speak with us.



- Share information from behavior and training sessions with other behavior professionals for consultations and second opinions. We will be notified for permission beforehand if any fees associated with these services.
- Utilize information from behavior and training sessions for developing case studies, articles for publication and/or seeking professional credentials.
- Utilize my oral or written comments or quotes regarding training and behavior sessions for publication to digital or print publication. Quotes would be cited with at most dog's name, first name and city. I will be asked for permission prior to adding any further identifying information.
- Utilize photos and videos of me, my pets and my minor children collected during training and behavior sessions for use on social media, website and other educational and marketing materials