



Terms and Conditions

By placing a booking for a private session or group class you are deemed to have read, understood and accepted the following terms and conditions. Completion of the booking process forms your contract with Wholehearted Canine.

A. Classes, Private Training and Evaluations

1. Please keep dogs on leashes at all times when in a group class unless directed otherwise by your trainer. You are required to adhere to leash laws during all group or private sessions.
2. You are responsible for the behavior and actions of your dog during training lessons and in the future. You are required to clean up after your dog should they relieve themselves in a group class. Please notify your trainer and cleaning materials will be provided.
3. It is your responsibility to honestly fill out all forms regarding your dog to the best of your knowledge, including the dog's bite history, allergies, and other health and safety concerns it is your responsibility to clearly inform your trainer of any health or behavior concerns that arise after filling out the new client profile.
4. Please respect the personal space of other dogs in class and ensure you stand at an appropriate distance until your trainer advises the correct social introductions.
5. You must follow instructions at all times, including safety instructions, and not use equipment unless directed to do so. You must use equipment as intended and when applicable, only use the properly sized option for your dog as instructed.
6. Equipment is intended for dog use only and Wholehearted Canine takes no responsibility for loss or damages that may occur when equipment is in use.
7. It is your responsibility to ensure your dog is healthy and fit to attend training. Your dog must be up to date on vaccinations and not suffering from any infectious disease that could be transmitted to other dogs. If in doubt about your dog's health, consult a veterinarian.
8. Please inform your trainer before booking a group class if your dog has not been spayed or neutered. Your dog is welcome in class so long as you take proper precautions to prevent unintended pregnancy. Females in season are not permitted in group classes.
9. Any accidents or issues involving a person or dog during a group class must be reported immediately to the trainer.
10. Cars are parked at their owner's risk during group classes. Wholehearted Canine does not accept any responsibility for theft or damage to cars or property while at training.
11. Family members over 18 are always welcome at group classes and private sessions. Children are not permitted at group classes without prior approval by your trainer. If you bring a child it is your responsibility to supervise them and ensure their behavior is not disruptive.

B. Training Philosophy

1. Wholehearted Canine utilizes rewards-based concept training, so you will need to bring food and toy rewards suitable for your dog to each group lesson. You may mix in some small treats to increase value. Please adjust the amount you feed at mealtimes accordingly. You will need to bring your own container for food to use during group lessons, and it is recommended to use a resealable container or treat bag.
2. Harsh handling will not be permitted in group or private sessions. Force should not be used to harshly maneuver dogs in place of guiding the dog to make good choices themselves.



Your trainer reserves the right to ask anyone to leave the premises or cease the session if they are abusive, harsh, or abrasive toward any dog or person.

3. Prong collars, choke chain collars, slip leashes, and extendible leashes are prohibited in group classes and private sessions. Harnesses and flat leashes are required for group sessions and for private sessions covering leash work. Using a double ended leash attached to the front and back of the dog's harness is very highly recommended for best results. If you would like any help selecting equipment please ask your trainer.
4. You are expected to begin private and group sessions ready to learn. Please come with a positive attitude and exercise your dog beforehand if necessary to gain the most from your session and to contribute to an optimum learning environment for other students in class.
5. Training games often involve movement and exercise by owners, so please dress accordingly for a fun and active session. This is especially important for group classes, in which you will also need to be prepared for the specific venue environment, which will be shared with students before joining the class.

C. Booking, Payment and Cancellations

1. Payment is required at the end of evaluations and private sessions. For group classes, full payment for the group class is due at the end of the evaluation and introductory session unless stated otherwise.
2. Scheduling confirms your place in group and private sessions, but payment must be received in full for group classes at the end of your evaluation or your spot is no longer guaranteed.
3. Refunds will only be issued based on trainer discretion on a case-by-case basis. Cancellations do not incur fees but do not guarantee refunds barring emergency circumstances.
4. If the participant fails to attend one lesson of a scheduled group class, no refund will be issued for the missed lesson.
5. Requests to transfer to an alternative group class are subject to availability.

D. Content and Material

1. Wholehearted Canine reserves the right to change lesson content, venue, event time, and event dates as needed due to weather or other concerns. Wholehearted Canine will not be held liable for any losses or expenses arising from amendments to the course or cancellations.
2. Eligibility for joining a particular group class is determined by the trainer, and Wholehearted Canine reserves the right to prohibit a dog from taking a class they are not suitable for, and whenever possible, recommend a different class or private sessions to suit the dog's needs.

E. Privacy and Intellectual Property

1. The personal information you provide during scheduling and on new client forms will only be used as a record of you and your dog, and to contact you in relation to dog training activities. Your information will not be passed on to any third parties.
2. By agreeing to the Terms and Conditions, you give Wholehearted Canine permission to publish in print, electronic, or video format the likeness or image of you and/or your dog. You release all claims against Wholehearted Canine with respect to privacy rights, publicity rights, copyright ownership and publication, including any claim for compensation related to the use of the materials.



Liability

- As the owner or handler for the pet(s) indicated below, I understand that behavior therapies recommended by Sarah Singler may involve some level of risk to the pet(s) and/or the handlers, or other people or property in spite of our best efforts to minimize them.
- I will use my own judgment and common sense when following training recommendations to not place people, pets and property at undue risk. I will follow recommended safety protocol regarding safe handling, bite prevention and other safety concerns to the best of my abilities.
- I realize that Sarah Singler cannot guarantee that a pet will not be aggressive or cause injury to people or property in the future and agree that the pet's owner(s) and handler(s) continue to assume all liability for any future aggression.
- I accept that if my dog bites or injures Sarah Singler, I am wholly responsible for resulting medical costs and for compensation for missed work time due to injury.
- By signing below, I am freely assuming these risks and do not hold Sarah Singler or Wholehearted Canine liable for any injury or damages which may occur to handlers, pets, other people, other animals or property while using her training recommendations. All members of the household 18 and older must sign below.

Pet Name(s): _____

Owner 1 Name: _____

I, _____ have read the policies and procedures above and understand them fully. I agree to adhere to these policies as a client of Sarah Singler.

Sign: _____ Date: _____

Owner 2 Name: _____

I, _____ have read the policies and procedures above and understand them fully. I agree to adhere to these policies as a client of Sarah Singler.

Sign: _____ Date: _____

Owner 3 Name: _____

I, _____ have read the policies and procedures above and understand them fully. I agree to adhere to these policies as a client of Sarah Singler.

Sign: _____ Date: _____