GIGI'S

GROUP AND PRIVATE TRAINING WAIVER

Last revised: 2.5.2026

The following expectations, consent, and waivers are intended to promote safety, transparency, and successful outcomes for all clients, pets, and staff participating in Gigi's training and behavior services.

1. SERVICE EXPECTATIONS

Gigi's instructors endeavor to create a safe, supportive environment and provide sound, responsible, and evidence-based instruction. No specific results or behavioral outcomes are guaranteed.

All training and behavior services provided by Gigi's follow the principles 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. I acknowledge that aversive methods may increase fear, anxiety, and aggressive responses and may negatively impact the human–animal bond.

For the safety of my pet and others, I agree to consult with Gigi's Behavior Services staff before working with another training professional or using any tools or methods not recommended by Gigi's. I understand that the use of non-approved tools or methods may result in unpredictable outcomes and is not supported as part of Gigi's services.

2. OTHER DOGS AND HANDLERS (IN-PERSON SESSIONS)

I understand that training and behavior modification sessions may occur in proximity to other dogs and handlers. Some dogs, including my own, may require additional space to feel safe and able to learn. Not all dogs are comfortable around unfamiliar dogs or people.

I agree to respect the needs of all teams and to handle my dog in a manner that promotes safety and learning for everyone. If at any time I feel unsure, unsafe, or uncomfortable, I agree to immediately request guidance from Gigi's Behavior Services staff.

3. EQUIPMENT REQUIREMENTS (IN-PERSON SESSIONS)

Dogs must arrive for training wearing one of the following: - A properly fitted flat collar that will not slip off; - A comfortable, well-fitted harness; or - A head collar that the dog is already accustomed to and comfortable wearing.

Dogs must be on a standard leash measuring four (4) to eight (8) feet in length.

The owner is responsible for the cost of any equipment or supplies provided by Gigi's if required, or for replacement of equipment deemed unsafe, inappropriate, or in poor condition.

© GIGI'S. ALL RIGHTS RESERVED.

4. IMPACT OF PRIOR HISTORY
I understand that genetics, medical conditions, nutrition, environment, and prior experiences influence my pet's behavior and may affect the rate and extent of behavior change.

I acknowledge that training and/or behavior modification may not fully resolve my pet's behavior challenges or achieve my desired goals. Gigi's makes no representations or guarantees regarding specific behavioral outcomes.

5. DANGEROUS BEHAVIOR DISCLOSURE
I agree to disclose any behavior my pet may present that could pose a risk to people or other animals. I will immediately inform my behavior consultant of any known triggers or situations that may provoke fear, reactivity, or aggression.

For purposes of this waiver, disclosure refers only to information provided in writing on Gigi's required behavior history forms and reviewed in writing by a Gigi's Behavior Services manager prior to participation. I understand that I remain responsible for avoiding known high-risk situations unless otherwise directed in writing by my consultant.

6. MAINTENANCE OF GOALS
I understand that achieving and maintaining behavior goals requires my active participation, including:

- Learning and understanding the training and behavior-modification principles presented;
- - Consistently implementing recommended protocols;
- Practicing with my dog outside of scheduled sessions;
- Avoiding interactions that reinforce unwanted behaviors or punish desired behaviors;
- Intervening if others interact with my pet in a way that undermines training goals.

I acknowledge that additional training sessions or follow-up services may be necessary and agree to contact Gigi's if further support is needed.

7. VETERINARY CARE
Gigi's is not responsible for delays, interruptions, or limitations in training caused by medical conditions. If my pet has a medical concern, illness, or condition that may affect training or pose a contagious risk, I agree to notify Gigi's Behavior Services staff as early as possible to discuss rescheduling or next steps.

8. VACCINATIONS AND HEALTH REQUIREMENTS (DOGS)
I agree to provide proof that my dog is current on rabies, distemper, and parvovirus vaccinations prior to any in-person session. Dogs must be flea- and tick-free.

For sessions held at a Gigi's facility, Bordetella vaccination is required.

Puppies attending group sessions must be at least seven (7) days past their first vaccination and up to date on boosters per their veterinarian's recommendations. Only vaccinations administered by a licensed veterinarian will be accepted.

© GIGI'S. ALL RIGHTS RESERVED.

9. PAYMENT AND CANCELLATION POLICY
All sessions must be paid in full at the time of registration. Gigi's reserves the right to cancel registrations that have not been paid.

Training services purchased and unused expire six (6) months from the date of purchase. Packages are non-refundable and expire one (1) year from the date of purchase. Individual sessions purchased as part of a group class are non-refundable. Expired services have no cash value and will not be extended or reinstated.

Group Classes - Full refund if cancelled at least seven (7) calendar days prior to the scheduled start date; - Cancellations made fewer than seven (7) calendar days prior to the start date are eligible for either a fifty percent (50%) refund or transfer to another class session, subject to a $25 rebooking fee; - If a dog is dismissed due to behavior fully disclosed and acknowledged in writing prior to enrollment, remaining fees may be issued as a non-refundable credit toward other Gigi's services; - Dismissal due to undisclosed or inaccurately disclosed behavior results in forfeiture of all class fees. Determinations regarding disclosure are made solely by Gigi's and are final.

Private Sessions - At least seventy-two (72) hours' notice is required for a full refund or transfer; - Sessions cancelled with less than seventy-two (72) hours' notice incur a $50 cancellation fee; - No-call, no-show appointments incur a $100 fee; - Sessions may be cancelled if required behavior history or payment is not received at least seven (7) days prior to the scheduled appointment.

10. LIMITATION OF LIABILITY AND ASSUMPTION OF RISK
I acknowledge that I remain solely responsible for the actions and behavior of my dog at all times. I understand and accept the inherent risks associated with dog ownership and training, including but not limited to the risk of injury, dog bites, or property damage to myself or others.

I agree to indemnify and hold harmless Gigi's from any and all claims, damages, losses, costs, or expenses, including reasonable attorneys' fees, arising from the actions of my dog while participating in or as a result of Gigi's services.

11. RELEASE AND WAIVER OF LIABILITY
I hereby waive and release Gigi's, its instructors, employees, agents, and representatives from any and all liability for injury or damage to myself or my dog arising from participation in Gigi's services, including injury or damage resulting from the actions of any dog, including my own.

I expressly assume all risks of injury or damage while attending or participating in any playgroup, training session, class, consultation, function, or event conducted by or associated with Gigi's, regardless of location.

12. INDEMNIFICATION
I agree to indemnify and hold harmless Gigi's, its instructors, employees, agents, independent contractors, and representatives from any and all claims made by me, any member of my family, or any

© GIGI'S. ALL RIGHTS RESERVED.

other person accompanying me to any Gigi's service, arising out of or related to the actions of any dog, including my own. This includes responsibility for all damages, expenses, and reasonable legal fees.

13. INFORMATION, MEDIA, AND PHOTO CONSENT

I understand that the privacy of Gigi's clients and their dogs is important and that Gigi's does not sell personal information. I grant permission for Gigi's to collect, use, and share information, photos, and videos obtained during training or behavior sessions for purposes including, but not limited to, client care coordination, professional collaboration, education, marketing, publication, and professional credentialing.

I understand that I may request discontinuation of use of specific information or media at any time by contacting Gigi's directly in writing.

I consent to Gigi's ability to: - Contact my veterinarian to obtain proof of vaccinations and information regarding treatment or testing for communicable disease (noting that my veterinarian may require my direct consent); - Share behavior, training, and relevant medical history with my veterinarian to improve continuity and quality of care; - Share training and behavior information with other qualified behavior professionals for consultation or second opinions (with notification and consent if fees apply); - Use anonymized information from training and behavior cases for case studies, articles, publications, or professional credentialing; - Use my oral or written comments or testimonials for digital or print publication, cited at most by my dog's name, my first name, and city, unless additional permission is granted; - Use photos and videos of me, my pets, and my minor children collected during sessions for educational, marketing, website, and social media purposes.

ACCEPTANCE

By participating in training or behavior services with Gigi's, I acknowledge that I have read, understand, and agree to the terms outlined above.

© GIGI'S. ALL RIGHTS RESERVED.