

CCTS Student Contract

Compassionate Canine Training Services strives to set clear expectations for all students regardless of the services offered. All students are expected to model behavior in practice and in public and in practice that reflect our values. Please initial after each statement to confirm your agreement. Please complete this and return it via email prior to your first lesson for virtual students, or return it at the first lesson for in-person students.

1. I understand that as a voluntary guardian of my animals, that I am expected to provide comprehensive welfare to those animals. This includes providing: age and species appropriate food, free access to water, regular and interventional vet care, climate controlled shelter, comfort, and safety, as well as species specific enrichment and exercise. _____
2. I understand that all dog participants at Compassionate Canine are required to be up to date with vaccinations including: rabies, bordatella, distemper, parvovirus, as well as being up to date on heartworm medication. Exceptions may be made for puppies under 12 months, or as advised by a Doctor of Veterinary Medicine with documentation thereof. _____
3. I understand that all students of Compassionate Canine are expected to follow all state and local guidelines pertaining to leash laws, and abide by guidelines set for pet friendly public spaces including appropriate disposal of waste. I understand my dog is not welcome anywhere that is not specifically designated as pet friendly. I will not misrepresent my pet as a service dog, therapy dog, or emotional support dog to gain access to or discounted rates to spaces that are not pet friendly. _____
4. I understand that all communications, emails, training tutorials, or any other training material created for educational purposes are for personal use only, and are not to be shared or replicated for free or for profit for any purpose. If

it is discovered confidential materials have been shared outside of agreed use, all services will be terminated without refund or appeal.

5. I understand all payments for services are due the same day services are performed. This includes but is not limited to payments for classes, text or phone consultations, private lessons, and evaluations. Payment is acceptable via the website by debit or credit card or in person by personal check. No payments will be taken via cash, paypal, or e-transfer (cashapp, venmo, etc.) can be accepted. _____

6. Cancellation: At CCTS, we pride ourselves on a very flexible cancellation policy. Simply put: if you notify your trainer prior to your lesson start time, and reschedule, no problem. No reason needed. At the trainer's discretion, if your lesson has started, and gone past 10 minutes from the start time, one lesson will be deducted from your current balance. As we really do not want to charge for services not rendered, there is a 2 strike system before lessons are deducted. All rescheduling, once options to book have been offered by the trainer, are on the student to pursue (IE, if you have been given a booking link, your trainer is not obligated to remind you to get back on the schedule). _____
 - a. Trainers reserve the right to last minute cancellations on occasion as well. You will not be penalized or charged for trainer-initiated cancellations. On the occasion of a trainer-initiated cancellation, you will be given priority booking to reschedule. _____
 - b. I understand that Compassionate Canine has the right to refuse further bookings for clients who are delinquent with payment, or who accumulate 3 or more unexcused absences or no-shows in one calendar year. _____

7. I understand that photos or videos may be taken during my training sessions, which may be used for educational or promotional purposes by CCTS. All media produced during lessons with CCTS are property of CCTS

unless otherwise stated. I understand I may request my content not be shared, or shared by tagging my social media by request only.

8. All in person clients must be vaccinated for Covid-19. If you are not vaccinated, and do not wish to be vaccinated, you are welcome to participate in virtual lessons. _____

9. I understand that failure to comply with these agreements may result in immediate termination of services without refund. I understand that prepaid lesson packages are not refundable, and expire after 1 calendar year from purchase. _____

Dog Guardian's Name: _____

Date: _____

Dog Guardian's Signature: _____

Trainer's Signature: _____

Date: _____

Office Use Only:

- Pre-Visit Questionnaire
- Intake Deposit
- Intake Questionnaire
- Proof of vaccination provided