

**Client Information:**

Date Printed:

Client Name(s)
(the "Owner"):

Email:

Address:

Phone 1:

City:

Phone 2:

State:

Zip Code:

Pet Information (the "Dog(s)")

Dog's Name:

Breed:

Size/Weight:

Age: Years

Months

Spayed/Neutered: Yes

No

Gender:

Male

Female

Please answer the following questions:

Yes	No	Is your dog crate trained?	Has your dog shown aggression towards or bitten any animals or humans?	Yes	No
Yes	No	Is your dog potty trained?			
Yes	No	Does your dog like children?			
Yes	No	Has your dog had his/her adult shots?			
Yes	No	Will your dog/s require any medication/s			
Yes	No	Does your dog know what a crate is?			

Veterinarian Information:

Dog(s) Veterinarian:

Address:

Contact Name:

Office Phone:

Phone 2:

Medications:

Will your dog/s require any medication/s during training? Yes No

Feeding:

Please provide feeding instructions for the Dog(s): Please note that the owner is responsible for providing SHK9 with the required food.

Brand of Food

Serving Size:

Times per day:



1. The Owner hereby retains Southern Hills K9, LLC ("SHK9") to train the Dog(s) under the following terms and conditions as set forth in this Personalized Training Agreement (the "Agreement"):
 - a. **Selected Training Program:** The Owner acknowledges that they have selected the "On-Leash Obedience" program, which is a four (4) week training course for a total fee of **\$4,000.00**. The Owner understands that this program is designed to improve the Dog(s)' obedience to commands while on a leash, emphasizing foundational skills necessary for effective communication and control.
2. **Training.** The trainer will train the Dog(s) multiple times per day for sessions lasting approximately 15-60 minutes with breaks in between as needed. The length of training required depends on the Dog(s)' capability to learn and their prior experiences. Obedience training generally requires four (4) weeks but may be longer in some cases. Training done on a per session basis does not have a specific time frame for completion. Behavior modification training time will vary depending upon the dog, issues, and goals. The trainer will update the Owner on the anticipated length of training required to reach the agreed upon goals.
3. **Collar & Tool Use.** The Owner fully understands the tools and techniques that are used to train and modify the behavior of Dog(s) and agrees to the tools and techniques to be used by SHK9 for such training, which may include the use of a prong collar, flat collar, choke chain, martingale collar, slip lead, harness, head collar, muzzle, bark collar and/or remote/e-collar.
4. **Achievement of Goals.** The goal(s) will be considered achieved upon successful demonstration of understanding and compliance of commands given by the trainer at a location chosen by the trainer.
5. **Expectations.** It may not be possible in some cases to achieve all goals. For example, a dog may have a medical condition that prevents the dog from being reliably housebroken. The trainer will notify the Owner if any areas are identified where goals need to be modified.
6. **Maintenance of Goals.** The Owner recognizes that this training will result in the Dog(s) obeying the trainer, and that this will not train the Dog(s) to obey the Owner. In order for the Dog(s) to obey the Owner, the following must occur:
 - a. The Owner must understand the basic principles of training. b. The Owner must apply the basic principles of training. c. The Owner must not interact with the Dog(s) in a way that rewards bad behavior and/or punishes good behavior. d. The Owner must regularly practice training the Dog(s) to maintain the level of training achieved. e. The Owner must not give commands that they are not ready to reinforce if the Dog(s) do not perform.
7. **Veterinary Care.** If the Dog(s) require non-emergency veterinary care during the training period, the trainer will make a reasonable attempt to contact the Owner so the Owner can obtain veterinary care for the Dog(s). If the Owner cannot be reached or is unable to tend to the Dog(s)' need for veterinary care, or in the case of an emergency, the trainer will arrange on behalf of the Owner for veterinary care to which the Owner consents as set forth below.
 - a. **All veterinary fees are the responsibility of the Owner.**
 - b. If convenient, the trainer will take the Dog(s) to the veterinarian specified above by the Owner, but the trainer reserves the right to take the Dog(s) to a veterinarian selected by the trainer, using reasonable care in the selection of a veterinarian.
 - c. The Owner hereby consents to the following veterinary care for the Dog(s) (initial appropriate blank or blanks), and gives the trainer full authority to consent to such treatment as the agent of the Owner:
 - i. Emergency care reasonably required to save the Dog(s)' life, to preserve the use of organs or limbs, or to alleviate severe pain.
 - ii. The Owner must arrange all other veterinary care. The trainer's time and transportation expenses must also be reimbursed.
 - d. Owner agrees and understands that SHK9 will obtain timely veterinary care for any injured or ill dog. In the event such veterinary care is necessary, and even if SHK9 is unable to reach the Owner, the Owner hereby expressly understands that SHK9 will seek such timely veterinary care as is appropriate, either at the Dog(s)' usual veterinarian or at a veterinarian of SHK9's choosing, at the sole expense of Owner.
 - e. **Accidental or Natural Death:** In the rare and unfortunate event that the Dog(s) should die while in the care of SHK9, and unless otherwise instructed in advance by the Owner, the Dog(s) will be taken to the Owner's designated veterinarian and maintained for pick-up or further instruction.
8. **Aggressive Dogs.** The Owner warrants that he/she has disclosed to SHK9 in writing any behavior that may indicate that the Dog(s) may be aggressive to other dogs or people, including but not limited to growling, forceful barking, snapping, raising hackles, lowering of head and staring, chasing, attempting to bite, and biting. The Owner understands that, while the trainer may be able to address some forms of aggression, many aggressive dogs require long-term treatment following a specific plan of action. The Owner further understands that some forms of aggression cannot be addressed with behavior modification and may require medication which is outside the scope of this Agreement. SHK9 reserves the right, in its sole and absolute discretion, to refuse or discontinue services for any dog, in which case the trainer will have no further obligation to the Owner with respect to the training of that dog.



9. **Behavioral issues.** Unless otherwise noted, behavioral issues will not be addressed during training. The trainer(s) will notify the Owner(s) of any behavioral issue(s) that may impact the performance of a command. In such cases, the command(s) impacted by the behavioral issue may not be covered under the obedience guarantee.
10. **Right to End Training.** The trainer(s) reserves the right to end training, in their sole and absolute discretion, before completion for any reason. In such a case, a refund will be given minus expenses and prorated training fees at the trainer(s) discretion and the trainer(s) and SHK9 will have no further obligation to the Owner(s).
11. **The trainer reserves the right to trim the Dog(s)' fur if needed for training.**
12. **Unpaid Charges.** All charges incurred by Owner shall be payable upon pick-up of the Dog(s). SHK9 shall have, and is hereby granted, a lien on the Dog(s) in SHK9's possession for any and all unpaid charges resulting from the training contemplated by this Agreement. The Owner hereby agrees that in the event the charges are not paid when due in accordance with this contract, SHK9 may exercise its lien rights. SHK9 may dispose of the Dog(s) for any and all unpaid charges, at private or public sale, in the sole discretion of SHK9, and Owner specifically waives all statutory or legal rights to the contrary. If such sale shall not secure a price adequate to pay such costs of board or other charges delinquent, plus costs of sale, then Owner shall be liable to SHK9 for the difference.
13. **Abandonment.** Owner understands that if there is no Owner contact within 14 calendar days after the day pet is scheduled for completion of training, pet shall be deemed abandoned. SHK9 will make every reasonable attempt to contact Owner up to and 14 days after scheduled date of completion. SHK9 then has the legal right to place pet with a new Owner. Owner shall remain liable for all boarding and training fees.
14. **Liability.** All behavioral advice and training suggestions are provided at the client's/Owner's own risk. Use of this information is voluntary and SHK9 is not responsible for injury to any human or animal. The client/Owner is at all times responsible for the actions of the Dog(s). SHK9 and the trainer(s) are not responsible for any injuries or expenses resulting from socialization or training, transportation, boarding, grooming, or any other training-related activity. Dogs participating in physical exercises may be injured by running, jumping, chasing a ball etc. Client further hereby agrees to the terms of the **Waiver, Assumption of Risk and Agreement to Hold Harmless and Indemnify** section "listed below" prior to the commencement of any training of the Dog(s) by SHK9.

WAIVER OF LIABILITY AND HOLD HARMLESS AGREEMENT

1. In consideration for receiving permission to **have my dog trained and train my dog** on the property of "**Gary & Holly Horner**" known as "**Affiliate**", I hereby RELEASE, WAIVE, DISCHARGE, AND COVENANT NOT TO SUE "**Affiliate**" or **Southern Hills K9, its members or employees**, (hereinafter referred to as RELEASEES) from any and all liability, claims, demands, actions, and causes of action whatsoever arising out of or related to any loss, damage, or injury, including death, that may be sustained by me, or to any property belonging to me, while participating in such activity, while in, on or upon the premises where the activities are being conducted, REGARDLESS OF WHETHER SUCH LOSS IS CAUSED BY THE NEGLIGENCE OF THE RELEASEES, or otherwise and regardless of whether such liability arises in tort, contract, strict liability, or otherwise, to the fullest extent allowed by law.

2. I further hereby AGREE TO INDEMNIFY AND HOLD HARMLESS the RELEASEES from any loss, liability, damage, or costs, including court costs and attorneys' fees that Releases may incur due to my participation in said activities, WHETHER CAUSED BY NEGLIGENCE OF RELEASEES or otherwise, to the fullest extent allowed by law.

3. It is my express intent that this Waiver and Hold Harmless Agreement shall bind the members of my family and spouse, if I am alive, and my heirs, assigns and personal representative, if I am deceased, and shall be deemed as a RELEASE, WAIVER, DISCHARGE, AND COVENANT NOT TO SUE the above-named RELEASEES. I hereby further agree that this Waiver of Liability and Hold Harmless Agreement shall be construed in accordance with the laws of the State of Florida and that any mediation, suit, or other proceeding must be filed or entered into only in Taylor, FL and the federal or state courts of Florida. Any portion of this document deemed unlawful or unenforceable is severable and shall be stricken without any effect on the enforceability of the remaining provisions.

IN SIGNING THIS AGREEMENT, I ACKNOWLEDGE AND REPRESENT THAT I have read the foregoing Wavier of Liability and Hold Harmless Agreement, understand it and sign it voluntarily as my own free act and deed; no oral representations, statements, or inducements, apart from the foregoing written agreement, have been made; I am at least eighteen (18) years of age and fully competent; and I execute this Agreement for full, adequate and complete consideration fully intending to be bound by same.

I have read, understand, and agree to the terms of this Agreement:

Board and Training starting date: _____

Date: _____

Southern Hills K9, LLC

Printed Name of Owner: _____

Signature of Owner: _____

Gary Horner or Holly Horner



Understanding Our Pre-Service Payment Policy

At SHK9, we pride ourselves on providing exceptional services with transparency and clarity. One crucial aspect of our commitment to seamless transactions is our pricing plan, which mandates that all payments must be made prior to the commencement of services.

Requiring payments in advance is a testament to our dedication to delivering top-notch services. By securing payment prior to service initiation, we ensure that our team can fully commit to providing the quality and excellence that our customers expect.

Our pre-service payment policy allows us to streamline our operational processes. Knowing that payments are settled beforehand allows us to focus on delivering the service itself without the administrative burden of handling transactions on-site.

Requiring pre-service payments is also a strategic measure for risk mitigation. It minimizes the risk associated with potential payment issues after the service is rendered, ensuring that our business remains financially secure and can continue to thrive.

From a logistical standpoint, pre-service payments enable efficient scheduling and planning. Knowing that payments are secured allows us to organize our services with precision, ensuring that resources are allocated appropriately and that our team is well-prepared for each engagement.

Our pre-service payment policy at SHK9 is a cornerstone of our commitment to excellence, efficiency, and customer satisfaction. By requiring payments prior to service initiation, we aim to provide a seamless experience for our valued customers, allowing them to enjoy the full benefits of our offerings without the burden of financial transactions during or after the service. We appreciate the trust our customers place in us, and this policy is one way we ensure that their experience with SHK9 is nothing short of exceptional.

No Refund Policy

We are committed to providing the highest quality training experience for you and your dog. By enrolling in our training program, you acknowledge and agree to the following terms:

- 1. No Refunds: Once the training program has commenced, no refunds will be issued if you choose to terminate the program for any reason. This policy is in place to ensure fairness and consistency for all participants and to cover the resources and time allocated to your dog's training.*
- 2. Commitment to Success: We encourage all participants to fully commit to the training schedule and guidelines provided by our trainers. Consistency and dedication are key to achieving the desired results.*
- 3. Open Communication: If you have any concerns or issues during the training program, we urge you to communicate with our trainers. We are here to support you and your dog throughout the process and will work with you to address any challenges.*

Thank you for your understanding and cooperation.