

## Policies and Procedures

The client hereto agrees as follows:

### **1) General Liability Policy For all our services:**

❖ **Hernando Rico Sanchez** agrees to provide services stated in this contract in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims or lawsuits against **Hernando Rico Sanchez**, unless arising from gross negligence on the part of **Hernando Rico Sanchez**. ❖ **Hernando Rico Sanchez** cannot be held responsible for pets that cause damage to furniture, carpet, flooring/woodwork, walls, etc.

❖ **Hernando Rico Sanchez** cannot be responsible for pets that bite, suffer an accidental death or escape from faulty fencing or from inside the home due to faulty screens, doors, etc.

❖ **Hernando Rico Sanchez** cannot be responsible for any complications pets may suffer or actions of pets while they are unattended.

❖ **Hernando Rico Sanchez** shall not be held responsible for the loss, injury, death, or actions of any pet that the client has let outside or has instructed the walker to allow outside while walker is not present. This includes pets with doggie doors and outdoor pets.

❖ The client understands that all pets (where appropriate) must have a veterinarian and must be up to date on the rabies vaccination. Client agrees to reimburse **Hernando Rico Sanchez** for all costs (including, but not limited to, medical care and lost wages) associated with contracting any ailments while exposed to pet(s).

❖ **Hernando Rico Sanchez** does not accept aggressive animals for boarding. Nonetheless, client agrees to be responsible for all costs (including, but not limited to, medical care, attorney fees, etc) if client's pet should bite another person or animal including myself or any member of my family during boarding.

❖ I agree that I will not held **Hernando Rico Sanchez** responsible, **legally liable or place a lawsuit** for any injuries that my pet may cause to any property, animal, person or to my pet. I also agree to reinvest **Hernando Rico Sanchez** that he may sustain due to property damage, third party injury, need it supplies for my pet during boarding or veterinarian bill/s. ❖ **Hernando Rico Sanchez** will not walk unruly or untrained dogs or dogs that choke themselves on their leash. All pets must be walked on a leash, no exceptions.

❖ **Hernando Rico Sanchez** does not diagnose, prognoses, or make therapy decisions, nor does she offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian. Nevertheless, as a dog trainer I am in capacity of providing guidance, suggestion and establish viable and humane program to learn, install and recondition behaviors in your dog.

❖ In the best interest of both your dog and **Hernando Rico Sanchez**, and depending on the dogs' age, health, coat, endurance, and general condition, walks will be shortened if:

- The temperature is below 30F.
- The temperature is above 85F.
- Extreme weather (thunder storm, snow storm, etc.) is predicted and/or occurring.

❖ Occasionally, photographs or video footage may be taken of dog(s) that are using any of the services provided by **Hernando Rico Sanchez**. The client gives permission for any resulting photographs or video of owner's dog(s) to be used for advertising.

**2) Cancellation Policy:** Cancellations must be received within 24 hours of scheduled visit in order to be credited for services. **Hernando Rico Sanchez** reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.

**3) Business Hours:** Business and visiting hours fall between the hours of 10 a.m. and 2 p.m. and from 5 p.m. to 7 p.m. services are usually completed during this time; however, after hour walks or training sessions can be arranged at an additional fee. **Hernando Rico Sanchez** does not accept time specific calls as he cannot guarantee specific times accurately. Dog Walker will show up in a two hour window from the establish time. (One hour before and after from establish time is acceptable.) Dog training will have a guaranty time slot.

**4) Bad Check Policy:** A \$30 fee is assessed on all returned checks. All fees are due promptly and must be paid via cash or electronic payment.

### **5) Emergencies:**

- Client agrees to authorize **Hernando Rico Sanchez** or his agent(s) to handle any emergencies that may arise. **Hernando Rico Sanchez** will make every effort to contact client. In the event client cannot be contacted, client authorizes **Hernando Rico Sanchez** to use her best judgment.
- **Hernando Rico Sanchez** requires you to have a responsible party to take care of your pet(s) in the event of unforeseen circumstances such as illness and in the event of inclement weather or a natural disaster. It is best your emergency contact is a neighbor so they can reach your home. **Hernando Rico Sanchez** is not responsible for pets in these circumstances.

### **6) Payment Arrangement:**

- Dog walking: payment is expected before services are rendered (**end of the week**).
- Dog Boarding: Full payment is expected after services are rendered. (**beginning of service**)
- In the event of additional unforeseen visits or other costs (such as food, supplies, or vet fees), payment is expected within 5 days of the completion of services or a extra late charge of \$20 will be applied to the bill..
- Dog training: Payments are expected at the beginning of the training session sequence in full

Client initials \_\_\_\_\_

**Hernando Rico Sanchez - Dog Trainer**

Hrsanchezinfo@yahoo.com - 908-347-6270 – www.Hrsanchez.info

## Specific Policies & Procedures to dog training

- 7) \_\_\_\_\_(Client's initials) My initials indicate that I understand and agree that **Hernando Rico Sanchez** does not offer free evaluations or consultations and that the first visit is considered session #1 of program or class. I agree and understand that a "no show" for a scheduled appointment will be counted as a lesson. I further understand and agree that a program may include admission to classes only when the program is paid in full and that the classes have no cash-out value. I also understand that refunds will not be available after the first training session is completed regardless of the situation. I further understand that lesson duration is determined by the trainer at the time of service (45 to 60 minutes) and that time spent during the session discussing my dog, dog training and/or behavior is considered training/lesson time. I further understand and agree that if my dog is aggressive **Hernando Rico Sanchez** can determine that is beyond our capacity to help and referred you to a behaviorist specialist (remaining fees will be refunded).
- 8) \_\_\_\_\_(Client's initials) My initials indicate that I agree, understand, and acknowledge that the elimination or modification of behaviors is not guaranteed. The client acknowledges that dog training will not provide exact results. Each dog is different in regards to ability, breeding, and temperament. Client further agrees to accept responsibility for any damages the above named dog may cause through malicious, aggressive or improper behavior that may occur before, during, or after all services provided by **Hernando Rico Sanchez**. Furthermore, Client understands and agrees that dog training may involve risks to Client, members of client's family, or Dog. I assume all risks associated with participating in this training and will not **Hernando Rico Sanchez** or its instructors responsible in the event of injury to Client, client's family member or Dog. I agree to comply with the instructions, rules and decisions of the training instructor as it relates to Client or Dog's ability to safely complete each training session. I also agree to assume all responsibility for any damage done to property, persons, or other dogs done by Client or Dog's actions. Furthermore
- 9) \_\_\_\_\_(Client initials) Removal from Training: **Hernando Rico Sanchez** may stop Dog training if he believes that Dog poses a hazard or threat of any nature to any other animal or person. If Dog is session is stopped, Client may reschedule the missed session within thirty (10) days of the date of the incident, you may be ask to providing proof that Dog no longer poses a hazard or threat. No refund will be issued if session is stopped for safety reasons, but the remaining balance will be refunded if dog is deeming unsafe to work with.
- 10) \_\_\_\_\_(Client initials) **Hernando Rico Sanchez** will make every reasonable effort to teach Client and Dog to perform the skills listed in the course curriculum, however, **Hernando Rico Sanchez** does not make any guarantee of Dog's future performance or behavior as a result of providing training, as it is the client's duty to practice and reinforce the commands taught with Dog daily at home. Client understands that without practicing and reinforcing behaviors, they will naturally become less reliable over time. If Client is unsatisfied upon the completion of the four (4), (6) or (8) classes in the course.
- 11) \_\_\_\_\_(Client's initials) My initials indicate that I agree and understand that the above named dog participating in the training sessions is free of any infectious disease and is current on all appropriate vaccinations, including bordatella, distemper, parvovirus and rabies. I also understand that a Health Certificate must be provided before above named dog may participate in any group training sessions if available. I also understand that all dogs enrolled in the training sessions must receive monthly preventative treatments for the control of fleas. If live fleas are found on dog, we will apply a topical product or give an oral treatment at owner's expense.
- 12) \_\_\_\_\_( Client's initials) hereby agree and covenant for myself, my heirs, executors, administrators and anyone else who may claim on my behalf to waive, release and discharge **Hernando Rico Sanchez** from any and all claims arising out of or in connection with or in any way related to these training sessions. Please also see **legally liable or place a lawsuit** in the point 1 of these agreement.

**By signing below the client fully understands and agrees to the contents of this agreement:**

**Client signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Hernando Rico Sanchez - Dog Trainer**

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