

Client Information

Full Name: _____
 Address: _____ City: _____
 Province: _____ Postal Code: _____
 Primary Phone: _____ Home Work Cell Other
 Secondary Phone: _____ Home Work Cell Other
 Email: _____ Emergency Contact: Name _____
 Preferred Method of Communication: Phone Email Phone _____

Dog Information

Dog's Name: _____ Weight: _____ lbs
 Age: _____ Gender: Male Female
 Breed: _____ Neutered/Spayed: Yes No
 Veterinarian Name: _____ Veterinarian Phone: _____
 Known Health or Major Behavioural Issues: _____

Please initial each of the following:

- I, _____ (owner), acknowledge that there are no certainties in behaviour rehabilitation and/or obedience dog training; therefore HankyBean may recommend or insist on lengthening the required number of training sessions, with my approval, if the desired training outcomes from the initial assessment and contract have not yet been achieved. If I refuse additional training sessions I relieve HankyBean of all liability or responsibilities associated to my dog's training status and agree to pay all outstanding fees/expenses associated to the contract.
- I, _____ (owner), AGREE TO HOLD HANKYBEAN, OR ANY REPRESENTATIVE OF HANKYBEAN, HARMLESS IN THE EVENT OF ILLNESS, INJURY OR DEATH OF THE ABOVE-REFERENCED DOG(S). Although rare, I understand that aggression can at times be a part of canine socialization and hold HankyBean blameless in the event that my dog receives an injury from another dog. Additionally, I understand that my dog could accidentally become injured while running and playing with other dogs while in the care of HankyBean.
- If said dog causes any damage to property, other dogs or people, I _____ (owner), will be required to make financial restitution to all parties involved.
- _____ Any dog that has been misrepresented to HankyBean in regard to temperament, reproductive status, medical needs or training may result in the termination of this contract by HankyBean without notice.

Please initial below:

_____ I understand that my dog must be friendly with people and dogs to enrol in a group training class.
 _____ I am aware that any training my dog receives must be followed up and reinforced by my family and myself. If I do not follow the instructions given to me by the trainer, I waive the right to receive additional help and training and I will not be refunded all or any part of my payments for training.
 _____ Due to the nature of animal training, this service cannot be "guaranteed." HankyBean offers help and continuing education to owners and requires owner cooperation to ensure training success. If a behaviour or training problem arises after the above mentioned dog(s) has gone through a training program, consultation fees will still apply.

Release of Information Consent

_____ I hereby authorize HankyBean to copy, exhibit, publish or distribute a customer profile and/or testimonial, including but not limited to, my name, written statements, brief biographical information of my dog, photos of my dog, for the purposes of publicizing HankyBean or for any other lawful purpose. This material and/or these statements may be used in printed publications, multimedia presentations, on websites or in any other distribution media. I agree that I will make no monetary or other claim against HankyBean for the use of the statement. In addition, I waive any right to inspect or approve the finished product, including written copy, wherein my likeness or my testimonial appears.

Payment and Refund Policies for Training sessions

Fees & Refunds – Group Classes

_____ Class Refund Policy: Due to limited space, no refunds will be given after the first session of class attendance or if cancelled within a 10 days of class start date. If you have a medical emergency, we will work with you to move to another class or to receive private consultation for remaining class credit. If you move classes for other reasons, transfer and/prorated class fees may apply. Refunds will be available if we have to reschedule the class due to low enrolment.

Attendance: If you are unable to attend at least 65% of the weekly classes for non-emergency reasons, your dog will not be considered a graduate of that class.

Fees, Refunds & Expenses – Private Training

_____ Training & Consultation Fees are charged at a rate of Package Cost or \$150 per session ad hoc, minimum session length is 1 hour. There are no refunds for completed training sessions and/or consultations. **Payment for training sessions and/or consultations is due in full upon completion of each training session** unless the owner has subscribed to a Training Package in which case, all fees are due prior to commencing the training program. Expenses incurred during training, social rehabilitation or other, such as food and/or equipment for your dog & mileage (Outside of Waterloo Region) is charged upon the completion of each training session. HankyBean reserves the right to charge mileage or increased hourly rate for travel outside a 30KM radius of Waterloo. Prices are subject to change without notice.

AGREED TO AND ACCEPT THE TERMS OF THIS CONTRACT

Signature of Owner or Responsible Party:

Date: