

VCA Family Pet Resort Training Services Agreement

This Agreement between _____ (“Client”) and VCA Family Pet Resort (“VCA FPR”) controls the services provided by VCA FPR to Client. Such services include: training individually or in small groups, with Client; walk/play/training sessions without Client; transportation; weight management and fitness assessments; nail trims; and other services as agreed to in writing by Client and VCA FPR.

Client Information

Owner’s Name: _____ Referred by: _____

Cell Phone: _____ Secondary Phone: _____

Email: _____

Address: _____

Additional authorized Guardians: _____

Pet Information (“Pet”).

If more than one animal, attach additional sheets for each:

Name: _____ Breed: _____ Age: _____ Sex: _____

Markings: _____ Intact? Spay/Neuter date/age _____

Emergency and Health Information:

Emergency contact and phone number _____

Vet: _____ Phone: _____ Last Seen: _____

Animal license number: _____ Rabies vaccine number: _____

Current Medical or physical conditions, including medications and allergies: _____

Surgical History:

Please describe any behavioral problems, identify any dietary conditions, or other important information we should know: _____

Medical/Veterinary Concerns in the last 90 days

Behavioral Concerns in the last 90 days: _____

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Has your dog ever bitten, attacked or shown aggressive behavior towards people or dogs? If yes, explain:

Has your dog ever been bitten or attacked by another dog, or been abused? If yes, explain: _____

Client certifies that Client has provided complete, accurate information regarding all of Animal's past and present medical and behavioral concerns. _____ Client Initials.

Animal Health and Vaccinations: Client warrants that Pet is physically fit and in good health, and free of fleas, parasites and infectious diseases. Pet must be up to date on vaccinations and/or titer tests as required by the Commonwealth of Pennsylvania. Proof of the same must be provided to VCA FPR before training begins.

Emergency Medical Care: Client authorizes Furry Elite to administer and seek First Aid and resuscitative care for pet as determined appropriate by VCA FPR, and Client agrees to indemnify and hold harmless VCA FPR for any and all results thereof. If Pet becomes ill or its health otherwise requires attention and Client is accessible, Client authorizes Emergency medical care to be provided for Pet by an appropriate veterinary clinic, hospital or surgical center to be determined by VCA FPR, in the event that the above-listed veterinarian is not available or that closer care is required. VCA FPR, at its sole discretion, is authorized to engage the services of a veterinarian or arrange for other requisite attention to the animal up to and including \$500.00 or _____, whichever is greater. If a veterinarian determines that emergency treatment, which exceeds the authorized amount, is needed to save the animal's life or quality of life, and we cannot reach you or the Emergency Contact, we may authorize the veterinarian to perform the emergency treatment. Owner agrees to be responsible for all veterinary costs provided to Pet. Client understands that Client is responsible for any and all veterinary costs and agrees to pay the medical facility at the time of service for any charges related to emergency care. _____ Client Initials.

Administration of Medication: VCA FPR Trainer, Sarah Weber, is authorized to administer any and all medication listed by Owner, or as prescribed by a veterinarian.

Cancellation Policy:

Cancellations due to weather: Safety is our number one priority. Pets require care during all types of weather: rain, extreme heat and cold, sleet, snow, and wind. Our staff will make every effort to hold scheduled appointments, drop-ins, and complete all care. However, if weather becomes unsafe for travel or training, scheduled training times may be delayed or cancelled for the safety of all pets.

Non weather-related Cancellations: VCA FPR recognizes that rescheduling or canceling for non-weather related issues may occur on behalf of either party. Cancellations 24-48 hours in advance will not incur a fee if there are not more than three (3) such cancellations in a six (6)-month period. After three (3) such cancellations, each subsequent cancellation will incur a 50% service fee. If Client cancels between 6 and 24 hours prior to the scheduled appointment, Client will be charged 50% of the scheduled service,

which must be paid before Client will be able to schedule another appointment. If Client cancels within 6 hours of the scheduled appointment or is not present at the time of the scheduled appointment, session fees are still due, and must be paid before Client will be able to schedule another appointment. For a package deal, the session will be counted as one session. VCA FPR understands that emergencies sometimes occur, resulting in a late cancellation. If, in VCA FPR's sole discretion, the decision is made to waive the fee due under this clause, such waiver shall not be deemed to be a waiver of any subsequent fee due under this clause.

Release of Liability and Indemnification

VCA FPR will make every reasonable effort to provide a healthy and safe environment. This includes all off-site training locations. Client expressly acknowledges and understands that VCA FPR's services will be provided in an environment where certain hazards may exist, including, but not limited to, debris in the training area, other animals and their owners, training equipment, water, and other natural hazards. As such, Client shall defend, indemnify and hold VCA FPR and its affiliates, and the members, owners, partners, officers, employees, agents, contractors and licensees of each of them, from and against any and all claims, actions, demands, liability, costs and expenses (including, but not limited to, reasonable attorneys' fees and costs) in connection with the loss of life, personal injury or damage to property or any other damage or matter arising from, related to, or in connection with the services provided. The foregoing indemnification obligation shall survive any expiration or termination of this Agreement.

If Pet causes property damage and/or is injured in a fight and/or is injured in any other manner and/or bites or injures any dog, animal or person (including but not limited to VCA FPR and VCA FPR's agents), during or after the term of this Agreement, then Client shall defend, indemnify and hold VCA FPR and its affiliates, and the members, owners, partners, officers, employees, agents, contractors and licensees of each of them, from and against any and all claims, actions, demands, liability, costs and expenses (including, but not limited to, reasonable attorneys' fees and costs) in connection with the loss of life, personal injury or damage to property or any other damage or matter arising from, related to, or in connection with the services provided. The foregoing indemnification obligation shall survive any expiration or termination of this Agreement. At VCA FPR's sole election, VCA FPR's duties hereunder shall terminate if (a) in VCA FPR's sole judgment Pet is dangerous or vicious to VCA FPR or any other person or animal, or interferes with the training of other dogs, or (b) Client breaches any term or condition of this Agreement. Upon termination in accordance with the foregoing, VCA FPR's duties shall terminate but all other provisions of this Agreement shall continue in full force and effect. This Agreement is binding upon Client, spouse/partner of Client, children of Client and any other person who lives in the home with Pet. This Agreement supersedes all prior discussions, representations, warranties and agreements of the parties, and expresses the entire agreement between Client and VCA FPR regarding the matters described above. The parties confirm that, except for that which is specifically written in this Agreement, no promises, representation or oral understandings have been made with regard to Pet or anything else.

Training Outcomes

Owner understands that dogs will be trained using positive reinforcement methods. Owner also understands that although dogs will learn multiple behaviors, basic obedience, new routines, and management with VCA FPR, it is Owner's responsibility to maintain this learning in their daily routines. Dogs do not generalize well. This means that behavior taught during training will only be solidified through clear, calm and consistent repetition by Owner. VCA FPR recommends owners commitment to

continued education through assigned homework, group classes and private instruction to proof and generalize training. Pet behavior is never fixed or static; it changes depending on circumstance and environment. Even trained behaviors will fade or extinguish over time without consistent repetition and practice. Especially in cases of fear or aggression, although behavior may be modified, the dog is never “cured”. A dog’s behavior is ultimately the responsibility of Owner. Client acknowledges that VCA FPR has not represented, promised, guaranteed or warranted that Pet will never bite, that Pet will not be dangerous or vicious in the future, that Pet will not exhibit other behavioral problems, or that the results of the training will last for any particular amount of time. This Agreement may be amended only by a written instrument signed by both Client and VCA FPR Management and Trainer. It is expressly agreed by Client and VCA FPR that VCA FPR’s liability in no event exceeds the lesser of the current chattel value of a pet of the same species or the sum of \$200.00, whichever is less.

Photo Release

VCA FPR is authorized to take photographs and/or videos of Client and/or Pet, and to copyright, use and publish the same in print and/or electronically and/or information related to experience and background of Pet on social media including, but not limited to, Facebook, Instagram, and Twitter, for marketing, training purposes, promotional literature, advertising, community outreach, and anything within that nature.

Confidentiality

The content of VCA FPR is confidential and intended for the recipient specified in each email. It is strictly forbidden to share any part of this message with any third party without a written consent from VCA FPR. VCA FPR’s documentations and communications shall be treated as strictly confidential. As such, Owner will use all reasonable efforts to preserve the confidentiality of all communications and materials provided by VCA FPR. All clients of VCA FPR agree that they will not redistribute information sent through training plans or other forms of communications.

By signing below, Owner acknowledges that Owner has completely read and fully understands the above release and agrees to be bound thereby.

Executed on this _____ day of _____, 202__.

Trainer Print: _____

Trainer Signature: _____

Client Print: _____

Client Signature: _____