

POLICIES & AGREEMENTS

When booking services through the online booking process, the Client confirms that they have read, understand, and agree to the terms of this agreement. This agreement governs services provided by COMPASSIONATE CANINE CARE WITH EMILY, LLC ("Emily") to the individual booking services ("Client"). It becomes effective upon booking and remains in effect for the duration of the services unless terminated by either Party.

TRAINING APPROACH AGREEMENT:

The Client agrees to avoid using intentional punishment or aversive tools, including, but not limited to, prong collars, choke chains, shock collars, spray collars, etc.; while working with Emily in the private training setting. If the Client determines that continued use of an aversive tool is necessary outside of the training setting due to physical handling difficulties, the Client may continue its use with the agreement to work collaboratively with Emily to develop and implement a plan to fade the use of these tools as training progresses. The Client understands that aversive tools carry an increased risk of behavioral fallout and may negatively affect the dog's well-being, learning, and relationship with the Client. By entering this agreement, both Parties commit to collaborating in the facilitation of a safe, supportive, and minimally aversive learning experience for the dog.

MEDICAL CONDITIONS:

It's essential that the Client discloses any known medical conditions, both pre-existing and current, as well as any special needs their dog has. This information directly impacts the safety, comfort, and adaptability of the services Emily provides and ensures she can meet the dog's needs with appropriate care and preparation. The Client understands that a veterinary exam may be necessary prior to beginning behavioral modification plans for reactive or aggressive behavior patterns. Pain, illness, and other medical conditions may contribute to or affect a dog's behavior and their ability to adapt to changes in their environment. When a medical contributor is suspected, Emily may recommend that the Client seek veterinary evaluation before or during training. The Client understands that without appropriate management or treatment of an underlying medical contributor, progress in training can be limited. The Client agrees to disclose relevant veterinary findings and, when appropriate, work with Emily and their veterinary care team to address factors that may be affecting the dog's behavior.

NO GUARANTEE OF RESULTS:

The Client understands that dogs are sentient individuals whose behavior is influenced by a variety of biological, environmental, and experiential factors. Because behavior is fluid and can change over time and across circumstances, Emily ethically cannot guarantee any specific behavioral outcome, timeline, or level of improvement. Training and behavior modification are ongoing processes that require continued participation from the Client. Emily's role is to provide the Client with education, training strategies, management tools, and individualized guidance to support the human-canine team's learning and help the Client effectively navigate and respond to behavioral challenges. While Emily will make reasonable efforts to provide evidence-based recommendations and support progress, the ultimate outcome is influenced by factors beyond her control, including the dog's individual needs, environment, health, history, and the Client's implementation of recommended strategies. No guarantee of behavioral change, elimination of a behavior, or specific training result is expressed or implied.

PAYMENT TERMS:

Prepayment is required for the initial consultation and all following training services. At the time of booking the initial consultation, the Client will be prompted to pay the \$175 service fee to secure the appointment. For virtual or in-person training services, Emily will manually send an invoice via email within 24-72 hours of booking. Payment must be received prior to the scheduled appointment. The Client understands that appointments are not confirmed until the required payment has been received. The Client agrees to pay the fees for the services of COMPASSIONATE CANINE CARE WITH EMILY, LLC, which are current and listed on the service website: www.cccwithemily.com. Failure to submit payment prior to the scheduled appointment may result in cancellation, suspension, or termination of services. The Client may cancel an appointment and receive a 100% refund of the payment received, provided that at least 48 hours' notice is given prior to the scheduled appointment. Cancellations made with less than 48 hours' notice are non-refundable.

LIABILITY/OBLIGATION:

The Client remains legally responsible for their dog's behavior and agrees to indemnify and hold harmless COMPASSIONATE CANINE CARE WITH EMILY, LLC from any claims, costs, damages, or liabilities arising from the actions of their dog, except to the extent such claims result from the negligence or willful misconduct of COMPASSIONATE CANINE CARE WITH EMILY, LLC.

COMPASSIONATE CANINE CARE WITH EMILY, LLC is not responsible for injuries, losses, or damages resulting from a dog's unsupervised access to the outdoors or from circumstances outside its reasonable control.

MEDIA RELEASE:

The Client grants COMPASSIONATE CANINE CARE WITH EMILY, LLC permission to photograph or record video of their dog during the provision of services. The Client authorizes Emily to use these photos and videos for educational and promotional purposes, including, but not limited to, social media, the company website, and marketing materials. The Client may revoke this permission at any time by submitting an email or text request to Emily. The Client understands that participation is voluntary and that declining this permission will not affect the quality or availability of services provided by COMPASSIONATE CANINE CARE WITH EMILY, LLC.

CLIENT CONFIDENTIALITY:

COMPASSIONATE CANINE CARE WITH EMILY, LLC is committed to maintaining the confidentiality of information shared by the Client in connection with the provision of services. This includes personal information, contact information, veterinary records, behavioral history, and other information disclosed during consultations, training sessions, or communications. Emily will use this information only as reasonably necessary to provide services, develop training and management plans, communicate with the Client, and maintain appropriate business records. The Client understands that information may be shared with veterinary professionals or other qualified professionals when necessary to support the dog's care, safety, or behavioral needs, or when authorized by the Client. Emily will not publicly disclose the Client's personal information or share identifying details about the Client or their dog for educational or promotional purposes without the Client's permission, except as required by law or when necessary to address an immediate safety concern. The Client understands that confidentiality does not guarantee absolute privacy and that certain disclosures may be necessary to protect the safety and well-being of the Client, the dog, Emily, or others. By entering this agreement, both Parties acknowledge the importance of maintaining professional boundaries and respecting the privacy of information shared during the course of services.

