



TOP DOG TRAINING ACADEMY  
923 Ave G. Suite A  
Kentwood, LA 70444  
(888) 949-6559

## BOARD N' TRAIN AGREEMENT

### TRAINING DETAILS

**DOG(s) NAME(s):**

**TRAINING START DATE:**

**GRADUATION DATE:**

**#2 TRAINING START DATE:**

**#2 GRADUATION DATE:**

**PROGRAM PURCHASED:**

**TOTAL AMOUNT DUE:** \$0 \*Invoice must be paid in full at least 30 days before training is scheduled to start.

### WELCOME LETTER

Hello CHERRIE FABRO,

We are super excited you signed up with us and we can't wait to meet you guys! Please select your requested drop off & graduation location and time on the registration form. We will confirm with you before training is scheduled to start. The pick up takes about 10-15 minutes. If the pickup is scheduled before 12PM, please DO NOT feed your dog the morning of pickup due to possible car sickness when they ride home with us. **NO OFF LEASH ALLOWED FOR THE PICK-UP!** Make sure your dog has a flat/well fitted collar on that can not be pulled over their head after put on, preferably a martingale collar, and a short leash attached before getting out of the car. NO RETRACTABLE LEASHES ALLOWED! Due to our busy schedule, please make sure to be on time for the drop off and don't forget to pack

up for your pup! We do not provide food so make sure to provide enough food, plus a little extra, for the duration of the training. You can also send your dog's favorite treats! We provide a kennel, bed & blanket. We can not guarantee the condition of the items being returned, so don't send anything you don't want lost or damaged.

**TRAINING UPDATES:** Even though we love keeping you updated on your dog throughout training, please understand training is our main focus here. We will be very transparent with our updates about your dog. We will be sending pictures and videos as the dog "PROGRESSES" with the training; NOT everyday. Even though they are training daily, we do not film every training session, ONLY once they master the command. A picture or two will be sent the first few days and videos will follow by day 5/6. Once we start sending updates (picture or video), they are sent usually Tuesday/Wednesday and/or Thursday/Friday ONLY. We DO NOT send updates on Saturday, Sunday or Monday. We also ask that you please DO NOT request pictures and videos throughout the day due to the interruption of training sessions between 6AM - 5PM... they will come throughout the training, WE PROMISE. We usually send updates after work between 5-8PM Tuesday - Friday ONLY. Thanks ahead of time for you cooperation and patience with this :)

**HOW TO REACH US:** You are more than welcome to send us a message to (985) 336-5154. This is the number that we will be using to communicate with you throughout the training. If we don't respond right away to a text, we may be in training sessions due to our working hours lasting between 10-12 hours a day and our phone may be on airplane mode (silent) due to training and/or filming. We are usually available between 5-8PM daily. CALL THE MAIN LINE AT (888) 949-6559 FOR IMMEDIATE ASSISTANCE.

**ABOUT OUR TRAINING METHOD:** Please understand that our training is a marathon, NOT a sprint. As Professional Trainers we want to do what's best for the dog and by rushing training can ruin what we are trying to accomplish. #TrustTheProcess

We use a "BALANCED" training system, which means we customize and use certain training tools to accommodate the individual dog. All training dogs are trained with an education collar (E-Collar). Here is a list of the commands your dog will be learning during training: "COME", "SIT", "PLACE", "DOWN", "BREAK", "LEAVE IT", "OFF" & "HEEL" (Loose Leash or Off Leash). We also work on NO JUMPING UP ON PEOPLE & DOOR MANNERS. For some of our programs, the dog will be introduced to outside distractions by taking field trips and

learning how to behave in public.

**SUPPLY LIST:** Please provide the following supplies for your dog during their stay with us. We will provide the kennel, dog bed, blanket, toys & dog bowls. We can not promise the return or condition of anything sent with your dog to training. (bed, blanket, toys, collars, leashes, dog tags, etc.) Please do not send anything you do not want lost or damaged.

(1) If your dog is on kibble (dry food), send a large bag of your dog's food that will last the duration of the training. RAW DIET: Food that needs to be refrigerated/frozen need to have their food portioned out in ziplocs/disposable containers & labeled. We will thaw/prepare their food accordingly. **\*IMPORTANT\*** Make sure to send extra food in case we have to up their food intake from extra calories being burned from training and playing.

(2) Medication/Supplements (Must be approved by the office) + pill pockets. NO Prozac/Trazodone allowed during training! The dog must be weaned off safely by their Veterinarian before training is scheduled to start. We also do not give heart-worm treatment or insulin.

(3) Treats (NOT REQUIRED)

(4) Dog is required to be clean / bathed before coming for training.

(5) Lots of kisses from the family!! :)

**GRADUATION LESSON:** We will contact you before the training ends to schedule the graduation time & place. Please make sure you can be available up to 2 hours for this lesson to go over training and to practice. If you can not be available please let the office know this before signing the contract so you can be assigned different training dates. If something comes up and you can not make the post training lesson, please let us know ASAP so that we can adjust our schedule. If we have to keep the dog past the training dates then there will be a \$40 per day boarding fee. Please understand that our schedule is sometimes very full and it may take up to 5 days for a Graduation Lesson reschedule.

Once again, welcome to the TOP DOG FAMILY! If you have any questions please reach out. We are also here to help along the way, so don't hesitate to call us directly OR visit our website for our Frequently Asked Questions at <https://www.ineedmydogtrained.com/faqs>. We look forward to this training as much as you do! We love to see dogs living their BEST life with the freedom of having the obedience we instill in them!

**TEAM TOP DOG**

(888) 949-6559 MAIN  
985) 336-5154 TEXT  
support@ineedmydogtrained.com  
ineedmydogtrained.com

**P.S.** Don't forget to get those shot records sent into the office before training starts. You can email to shots@ineedmydogtrained.com or fax them to us at (888)254-4885. Current vaccinations are to include RABIES, DISTEMPER & BORDETELLA. Also make sure your dog has flea/tick preventative administered at least 5 days before they start the program. NO FLEA COLLARS ALLOWED!

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**TRAINING SERVICE AGREEMENT**

This **TRAINING SERVICES AGREEMENT** (this "Agreement") is made this day by and between Top Dog of Louisiana LLC ("Trainer") and ("Owner"). Owner and Trainer are sometimes referred to in this Agreement individually as a "Party" or collectively as the "Parties", as the context may require. The Owner hereby retains Trainer to train our dog ("K9/Dog") under the following terms and conditions:

**FEES:** Owner shall pay for the Dog Training Services described in the invoice. If the deposit/invoice is received more than 24 hours after the dates that were discussed for your service to begin, we can not guarantee those same dates (as we might have discussed electronically, on the phone, or in person) for your Board & Train to begin. Please understand if you change your mind later, this deposit has held your spot either discussed or determined later and is therefore non-refundable. All fees for training shall be due and payable at least 30 days prior to the start of the training. Any changes in Dog Training Services made at the request of Owner may result in a change in the rates or charges set forth in this Agreement. Any such change will be acknowledged in writing signed by both Parties. No future promotional sales and/or discounts can be applied to current or past training package prices once the contract has been executed and/or signed.

**CANCELLATION / DATE CHANGE / REFUND POLICY:** Owner understands and agrees that the date the invoice is paid, either partially or in full, this policy goes into effect. (a) FULL

REFUND minus \$250 Registration Fee if Owner cancels the Dog Training Services within 24 hours or less of signing up (paying invoice and/or signing this agreement). This means the \$250 will be deducted from what was paid. To request a refund: please email the office at support@ineedmydogtrained.com requesting a refund. For quality assurance purposes, we do not accept phone calls or texts requesting refunds. (b) NO REFUND starting on day 2 / hour 25 after the invoice was paid. If Owner decides to cancel the Dog Training Services after the grace period, they understand they will NOT be entitled to a refund. We turn down potential clients daily and you reserved a date someone else, so please make sure the program is the right fit for you and your dog before paying the invoice. (c) NO REFUND once the program has started. This includes cutting the training short per the owner's request. (d) NO REFUND after the training has ended. (e) NO REFUND on Evaluations even if the dog is not accepted into the program or you decide not to sign up with us. If you decide to enroll, then the fee will be applied to any package of your choice. (f) PARTIAL REFUND If the dog is deemed aggressive and you did not sign up for a behavior modification program; the Owner will be given the choice to upgrade to the right program or the dog will be returned back to the owner with a refund minus a \$250 Service Charge + Daily Rate (cost of program/# of training days).

By not sending in up to date shot records before training is to begin will VOID the training agreement and owner understands no refunds can be requested.

Date changes must be requested 30+ days before the start of training. If less than 30 days is given for a date change, then there will be a \$250 Date Change Service Charge. Owner is entitled to one (1) date change and must be used within six (6) months of the Training Agreement date in order not to lose out on the fee already paid towards training. This means NO REFUNDS! Also if they purchased a package at a discount price you will lose out on that promotion price and may be charged more. Please understand that if the Owner has to reschedule due to unforeseen circumstances we may not have a reschedule date available right away. You may be required to provide a note from the Vet office.

In the event either Party pursues an action related to breach of this Agreement, the prevailing party at trial shall be entitled to any costs and expenses associated with the same, including reasonable legal fees actually incurred, but if the Parties settle the matter prior to trial, the Parties shall be responsible for their own respective attorney's fees. Disclaimer: Any credit card disputes, legal action and/or litigation will be handled in

collections and/or small claims court and will take place in Tangipahoa Parish, Louisiana.

**DROP OFF / PICK UP FOR BOARD N' TRAIN SERVICES:** The owner will bring: (#1) dog's food (enough for the entire training) & supplies (#2) flat collar (preferably a martingale) tightened so as to not slip off. (#3) leash on dog before getting out of the car. Due to safety reasons no retractable/flexi leashes permitted. (#4) muzzle on the dog, if aggressive. (#5) if not here already, vaccination records if they were not forwarded previously (if you do not have them at time of drop off, we can not accept your dog and your refund will not be reimbursed). (#6) flea/tick preventative already applied, NO FLEA/TICK COLLARS ALLOWED.

**BOARDING LOCATION:** The dog(s) will stay at the Trainer's residence during training. We take reasonable steps to keep the dog safe, comfortable in a controlled air conditioned environment, appropriately exercised, and happy. Please be aware that your dog may take field trips, this helps with distractions and socialization. We may travel up to 75 miles for videos and pictures during training.

**DOG SAFETY:** All dogs in our care must be secure during travel and will travel in a kennel inside the Trainer's vehicle. The dog is required to wear a GPS (apple air tag) while in a training session & on field trips (company provides). The dog will never be housed outside.

**TRAINING UPDATES:** The Trainer will send picture and/or video training updates as the dog progresses with the training, NOT EVERYDAY! A picture or two are sent the first few days and videos will follow usually by day 5/6 and are sent Tuesday - Friday ONLY. Please understand that inclement weather can set the Trainer back with sending pictures and videos. We ask that you do not request pictures and videos throughout the day due to the interruption of training sessions... they will come throughout the training, WE PROMISE!

If you text or call the Trainer and they don't respond, please understand they may be in a training session due to their working hours lasting between 10-12 hours a day and/or their phone may be on airplane mode (silent) due to filming. They are usually available between 5-8PM daily. If you reach their voicemail, please leave a message and send them a text to return your call. You can also call the office at (888) 949-6559 if it's an emergency.

**EQUIPMENT & METHODS USED:** The Trainer uses a combination of positive reinforcement techniques along with a variety of training transitional tools including e-collar training.

These are all used in different configurations depending on the goals to be achieved and the place in the dog's training. Training transitional tools may include a pinch collar and/or muzzle. Our goal is to transition off of any of these extra tools used before the training ends. The dog will come home with just the E-Collar.

**OWNER 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, or the dog's temperament may be aggressive by nature and not amenable to behavior modification. The Trainer will notify the owner if any areas are identified where goals need to be modified. In most cases, however, all goals should be achievable given appropriate time and Owner's compliance with post training practice. Potty Training is NOT GUARANTEED in any of our packages. When the dog is with the Trainer, they establish a schedule because of the daily training routine, which makes potty time more predictable. You would have to establish your own schedule once home with the dog. We also DO NOT GUARANTEE marking (leg lifting while peeing), digging and/or chewing.

When a dog is here for Behavior Modification / Aggression Management, please understand that training is a marathon, NOT a sprint. Please we ask that you do not question the Trainer's training ability when it comes to training your dog, we as Professional Dog Trainers know what is best and not best for your dog when it comes to a dog and their behavior. Example: "I'm not happy my dog can not be around other dogs yet."... referring to a dog who is with us for dog aggression and is on day 5 of a 42 day program. Owners need to understand that the safety is for ALL dogs in our care. We do introduce the things that trigger them, once the dog has a good foundation on the basic obedience.

**GRADUATION:** We will contact you before the training ends to schedule the graduation time & place. LIMIT 2 people to work with the dog at the graduation lesson. NO other dog companies (trainers, breeders, dog walkers, etc.) allowed in the graduation. Children MUST be supervised by an adult who will not be responsible for listening and learning at the graduation. The owner understands they will have to work with the dog once it comes home from training to transfer the leadership from the Trainer back to the Owner. The owner understands that they will need to spend 1-2 hours with the Trainer to learn how to work with their dog once home and away from the Trainer. Refer to the description of each Guarantee we offer for each program. The training guarantee is VOID if the graduation

lesson following the completion of training is not complete. If you have to send someone other than yourself to the graduation lesson then they will be responsible for teaching you what was taught. If you will need another graduation lesson scheduled it will cost \$150. This would have to be scheduled within 15 days from the end of training or the training guarantee is VOID. Obedience is NOT guaranteed unless the Owner is present for the graduation lesson and will VOID the training guarantee. The owner also understands only the obedience is guaranteed; not aggression, potty training, marking (lifting leg to pee), chewing and/or digging! No use of the e-collar once home will void the training support. The owner understands that animal behavior is never fixed or static; it changes depending on circumstances and environment, especially in cases of fear or aggression. Even trained behaviors will fade or extinguish over time without consistent repetition and practice. Need Post Training Support? You can contact us at (888) 949-6559 or email us at [support@ineedmydogtrained.com](mailto:support@ineedmydogtrained.com).

**OWNER TRAINING:** At the conclusion of training, the Trainer will instruct the Owner in the basics of training. Instruction will consist of the following:  
One exit conference (graduation) to show the Owner the dog's new skills and to instruct the Owner on how to give proper commands, how to properly reward the dog for correct performance. Please set aside 1-2 hours in your schedule that day.  
Trainer may check in with you in 7-14 days to make sure everything is going smoothly at home with the dog and it's new learned skills.

**MAINTENANCE GOALS:** The Owner recognizes that this training will result in the dog obeying the Trainer, and that this will not train the dog to obey the Owner. In order for the dog to obey the Owner, the following must occur:

- The Owner must understand the basic principles of training (covered in the lessons).

- The Owner must apply the basic principles of training.

- The Owner must not interact with the dog in a way that rewards bad behavior and/or punishes good behavior.

- The Owner must regularly train the dog to maintain the level of training achieved.

- The Owner must not give commands that they are not ready to reinforce if the dog does not perform.

## **VETERINARIAN SERVICES; HEALTH OF K-9; RIGHT TO REFUSE TRAINING DUE TO**

**HEALTH:** Owner agrees to provide Top Dog Training of Louisiana, LLC and the Trainer with



all health records for the dog at least 30 days before training is to begin. Owner agrees to have the dog vaccinated and wormed as necessary. Owner shall present all proof of such vaccinations (Rabies, Distemper & Bordetella) and care as the Trainer may reasonably require prior to the the start of the Dog Training Services and during the course of Dog Training Services, if required. Trainer reserves the right to refuse to train the dog in the event the dog does not appear to be in good health, is deemed dangerous or is unable to undergo Dog Training Services for any reason as determined in Trainer's reasonable sole discretion. If your dog has a disability and/or medical issue please understand the training may need to be adjusted to fit the dog. The Trainer may request the Veterinarian to approve the dog so it can proceed with the training program. Owner assumes responsibility for arranging any necessary veterinary care. In the unlikely, but possible, need for the dog to be provided emergency care for the treatment of an injury, illness or condition for which there is a risk of permanent injury or death (an "Emergency") Owner authorizes Trainer to make initial decisions with respect to seeking emergency veterinary services until such time as Owner can assume such decision making. Upon the occurrence of an Emergency, Trainer will contact the Owner as soon as practicably possible. If the dog requires 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. If the Owner can not 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. All veterinary fees are the responsibility of the Owner. If convenient, the Trainer will take the dog to the dog's regular veterinarian, but the Trainer reserves the right to take the dog to a veterinarian selected by the Trainer, using reasonable care in the selection of a veterinarian. The Trainer will take all reasonable and necessary precautions during the training process to avoid injury. However, sometimes an illness or condition that was not diagnosed or discovered previously may present during the training period. When this happens, we need to be able to get the emergency care needed.

Owner hereby consents to the following veterinary care for the dog and gives the Trainer authority to consent to such a treatment as the agent of the owner:

In the event that the Trainer can not reach the Owner or the Owner can not get to their dog, the Trainer will be allowed to make decisions regarding emergency care required for the dog.

In the event that the Trainer can not reach the Owner, the Trainer will be allowed to make decisions regarding emergency euthanasia, only if (a) recommended by the veterinarian, (b) the Owner cannot be reached after reasonable attempts, (c) treatment is not likely to be successful, and (d) the dog may be suffering or the expense of continued treatment may be unreasonable in light of the likely outcome.

If a not serious but contagious (and hindering training) illness is detected, the dog may need to go back to the Owner's home for recovery. After that, the dog can return to training with new dates.

The Owner must arrange all other veterinary care, when possible. If the medical condition or emergency is not due to negligence on the Trainer's part, the Owner agrees that all veterinarian and medical expenses shall be paid by Owner, including, but not limited to any expenses incurred in an Emergency made because of Trainer's decision to seek care.

Non Disclosure of any known medical issues with the dog will result in contract termination, and the Trainer will keep non refundable fees or be owed additional fees if Board & Train progressed beyond the first week.

Vaccinations and Medications. The Owner must provide the Trainer with proof that the dog has been vaccinated for Rabies, Distemper, & Bordetella. The dog must be heart-worm negative and on heart-worm preventative, and on a flea/tick preventive. Any medications to be administered to the dog during training will be provided by the Owner and administered by the Trainer as instructed by the Owner.

**SPAYING & NEUTERING:** Please let the Trainer know if your dog is not spayed or neutered so we can be aware and take precautions accordingly. The Trainer will not take a female dog in heat as it will disrupt the training process for the dog and the other dogs in our care. If a female goes into heat during training, the dog may be sent home depending on where we are with training and can return once over. NO REFUNDS!

**LIABILITY:** All behavioral advice and training suggestions are provided at the Client's own risk. Use of this information is voluntary and the Trainer is not responsible for injury to another human or animal. The Owner is at all times responsible for the actions of their dog. The Trainer is not responsible for any injuries or expenses resulting from socialization or

training. Dogs participating in physical exercises may be injured by running, jumping, chasing a ball, around other dogs, around other humans etc. Owner hereby indemnifies and holds harmless the Trainer. The Trainer will take all reasonable and necessary precautions during the training process.

**ASSUMPTION OF RISK; INDEMNIFICATION; RIGHT TO REFUSE TRAINING DUE TO**

**DANGEROUS DOG BEHAVIOR:** Owner understands that the dog will be boarded at the Trainer's residence. Owner gives Top Dog Training of Louisiana, LLC , respective principals, agents, affiliates, partners, successors permission to transport the dog to and from the Trainer's home. Owner further understands the inherent risks associated with transportation such as, but not limited to, loss or injury due to an accident. Owner agrees to assume all risks and financial costs associated with said transportation. Owner acknowledges there are inherent risks associated with participation in training, both with respect to the dog and to Owner. Owner acknowledges an exhaustive list of such risks to the Owner and the dog cannot practicably be enumerated in this Agreement. Owner expressly assumes all risks associated with participating in the Dog Training Services contemplated in this Agreement as to Owner and the dog. Owner agrees to hold Trainer, with each of their respective principals, agents, affiliates, partners, successors and assigns harmless from any and all claims arising from damage or injury, whether to person or property, caused by the dog. Owner covenants and agrees that any and all hazardous behaviors or dangerous propensities of the dog have been fully disclosed to Trainer. Trainer reserves the right in his or her absolute sole discretion to refuse to train or halt training if Trainer determines that the dog is dangerous, untrainable, unhealthy, handicapped or otherwise unfit for training. Upon notification, which may be written or oral, a refund minus a \$250 Service Charge + Daily Rate (cost of program/# of training days) will be refunded to the Owner within thirty (30) days of such notice and this Agreement shall be deemed to be automatically terminated.

**STANDARD OF CARE; RISK OF LOSS:** Trainer is obligated to meet the standard of care of a reasonable prudent dog owner. In no event shall Trainer be held to any higher standard or care. Trainer's liability with respect to the death, injury or illness of the dog shall not exceed \$500 per dog.

**INCLEMENT WEATHER:** Sometime Mother Nature brings us very bad weather for more than 1 day (i.e. Hurricane/Tropical Storm) and we lose training days. This means your

training may be extended up to what the Trainer needs to finish the training or the dog may be returned to the Owner for evacuation purposes and can return once the storm passes. Please also understand inclement weather sometimes may affect a scheduled Graduation Lesson or if a pavilion/shelter is not available at the local park, so the Graduation Lesson may have to be rescheduled or moved to a different day and/or location.

**PICTURES / VIDEOS RELEASE:** The Owner hereby consents to the dog being the subject of the photographs and/or audiovisual recording and authorize Top Dog Training of Louisiana, LLC and Trainer to cause the same to be exhibited for educational purposes as still photographs, transparencies, motion pictures, television, video or other similar media. The Owner understands that Top Dog Training of Louisiana, LLC and the Trainer may use the above on our company website and/or company/personal social media platforms. The Owner hereby releases Top Dog Training of Louisiana, LLC and Trainer from any and all claims for damages for libel, slander, invasion of privacy or any other claim based on use of the above-described material(s). If you wish to NOT have you and/or your dog posted publicly, then we will need to be notified in writing by emailing us at [support@ineedmydogtrained.com](mailto:support@ineedmydogtrained.com) before the program begins.

**ENROLLMENT AGREEMENT:** By enrolling or otherwise participating in any classes or events sponsored by Top Dog Training of Louisiana, LLC you are agreeing as follows: You acknowledge that you understand that attendance at a private dog training class, event, and/or function is not without risk to yourself, to anyone who may attend with you and to your dog(s), since there may be situations and dog(s) to which you will be exposed that may be difficult to control and may be the cause of injury to persons or dogs, even when handled with the greatest amount of care and precaution. You acknowledge that you assume all risks and full responsibility for yourself, your dog(s), and for anyone attending with you. You further agree to release and hold harmless Top Dog Training of Louisiana, LLC, the Trainer, the owner(s), their agents, volunteers, employees, independent contractors, the training facility and its property owners and management for any death, bodily injury, personal injury, illness, or loss that you incur to yourself, to your dog(s), and to anyone attending with you.

You, as the Owner of the dog(s), hereby agree to secure a proper collar and leash as directed by the Trainer, and to wear proper clothing and shoes to permit effective training

of your dog. You agree to provide proof of vaccinations if requested and understand your dog may not be admitted to class, private session and/or a board and train program will not occur without such proof. You understand that the degree to which a dog is successfully trained is a function of the interest, commitment, and cooperation of you, the owner/handler. You acknowledge and agree that there is no guarantee of what my dog will achieve in training based on the instruction given, but that you as the owner/handler of your dog(s) are responsible for teaching and continuing to train your dog(s) as well once training is complete.

This Agreement has been executed by Owner and Trainer and is effective as of the day and time this agreement is submitted.

Owner agrees that they have read and agrees to the above Training Services Agreement.

Owner acknowledges and understands the REFUND POLICY.

Owner also acknowledges that all information provided to us is complete and accurate to the best of their knowledge and the dog is signed up for the program that fits their training needs.

Owner agrees to notify the Trainer immediately if anything arises before training is scheduled to start (Behavior, Aggression, Surgeries, Illnesses, Medication, Feeding Schedule, etc.)

I agree that my dog is healthy to begin training and agree to notify the office if anything changes before training is scheduled to start.

Owner agrees they are at least 18 years old. Anyone under 18, must have an adult register their dog.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first above written.



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TOP DOG TRAINING ACADEMY

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