

Rules:

- ALL dogs entering the facility must be up to date on Rabies, DA2PP, and Bordetella vaccines; please bring proof of vaccinations with you; Bordetella must be done within the last 6 months
- Dogs must be on a leash unless instructed by a Maximum K9 employee
- Dogs may not interact with each other without permission from an instructor
- Humans are not allowed on any of the training equipment
- Owners are responsible for cleaning up after their dog both inside and outside the facility; failure to do so may result in removal from the facility
- Children must be accompanied by a responsible adult and act in a controlled manner; yelling and running upsets and excites many dogs
- Nobody is allowed in the kennel area without a Maximum K9 employee
- When touring the kennels, do not attempt to interact with any dogs that are staying with us

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Vaccination Policy:

We must receive proof of Rabies, Distemper combo, and Bordetella vaccinations at least 48 hours prior to your first lesson or grooming appointment; if you do not provide proof of vaccinations prior to your appointment, Maximum K9 reserves the right to cancel your appointment.

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Cancellation, rescheduling, and no-show policy:

In order to accommodate as many clients as possible, we require 24 hours notice either given in person or by direct phone contact if you need to cancel or reschedule otherwise the lesson is forfeited. We will not accept notice left on an answering machine or via email. Please understand that our schedule is very crowded and your original lesson time may not be available.

Each private package is allowed **one** make-up lesson with 24 hours notice either given in person or by direct phone contact that must be used by 2 weeks after the scheduled end date of your package, additional cancellations will be forfeited at the discretion of Maximum K9 Service.

Board and train appointments must be cancelled with at least 5 days notice in order for us to refund your 50% deposit.

We do not offer refunds for unused training sessions once the package has started. For **PRIVATE** lessons, you can request store credit for unused lessons up to 24 hours prior to the start of your second lesson.

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Group Obedience Policy

Because our group obedience classes are taught with a scheduled curriculum, we are unable to provide make-ups for missed classes. We will make the class available on Zoom during normal class time so that you can attend virtually and we will give you the paperwork with the lesson from the day. There are no refunds or transferring class credit to another class for group classes.

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Board and train:

To schedule a board and train you must leave a 50% deposit, the remainder of the balance must be paid upon drop off. Food is not included in your dog’s stay so please bring enough food to last at least 3 meals passed the expected completion date.

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Media Policy:

At any time during training we may take pictures or videos of the training process. This media may be put on social media or for marketing purposes.

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Training Packages:

In order to schedule a private or group training session or package, payment must be made in full at the time of booking.

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Boarding:

To schedule boarding you must leave a 50% deposit, the balance must be paid upon dropping your dog off. Maximum K9 requires 3 days notice to cancel boarding, if you do not give the required notice you forfeit your deposit. **During holiday weeks, we require 7 days notice to cancel boarding otherwise you forfeit your deposit.** You must give an exact end date to your dog’s boarding stay; if you must leave the dog with us for longer than originally scheduled, we require 48 hours notice and this is subject to our kennel availability. Dogs must be picked up by the scheduled time, if you cannot pick up the dog on time you must inform us as early as possible and we reserve the right to charge additional boarding fees. You are responsible for your pet’s food, please be sure to bring at least two extra servings of food in case you cannot pick your dog up on the scheduled day. All pick-ups or drop-off on holidays must be during scheduled business hours.

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Veterinary Care:

In the unlikely event of illness or injury, we will attempt to notify you as quickly as possible. If we cannot reach you or in the event of an emergency, Maximum K9 may seek veterinary care and make healthcare decisions at your expense. In the event that your pet requires medical treatment in possible connection to our services, you must contact Maximum K9 prior to seeking veterinary care - with the exception of severe emergencies - and release all medical reports to us. Maximum K9 Service is not financially liable for any medical treatment required during or after services provided; we take care of animals as though they are our own but it is always possible for dogs to become sick, stressed, or injured during free time, training, or kennel time.

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Pet abandonment:

If you do not contact us within 7 days of your dog’s scheduled end of boarding, we reserve the right to bring your dog to a shelter or rescue. All fees incurred over this time will be the responsibility of the owner, as are any fees involved with turning the dog over to the shelter or rescue.

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