

# OWNER WAIVER & AGREEMENT



The Better Companion – Pawsitive Pathway Programs (Board & Train)

Owner Name: \_\_\_\_\_

Dog's Name: \_\_\_\_\_

Program Dates: \_\_\_\_\_

## 1. Understanding the Purpose of Board & Train

I understand that The Better Companion's Board & Train program is a positive reinforcement (R+) training experience designed to introduce or strengthen obedience skills, manners, and life-skills.

I acknowledge that:

- Board & Train is NOT a one-and-done solution.
- Dogs do not automatically generalize behaviors to their home environment or to their owner.
- Long-term success depends on my consistent follow-through with the training plan provided at go-home and follow-up sessions.
- The Better Companion cannot guarantee results if the recommended training and management plan is not followed consistently at home.

## **2. Owner Commitment to Follow-Through**

I agree to:

- Attend the required go-home training session(s).
- Continue practicing the cues, methods, and management strategies demonstrated.
- Maintain consistency in reinforcement, expectations, and daily structure.
- Understand that regression may occur without continued practice.

I acknowledge that failure to follow the training plan reduces the effectiveness of the Board & Train program and is not the responsibility of The Better Companion or its trainers.

## **3. Behavior Disclosure**

I certify that I have accurately disclosed all known behaviors, including:

- Growling, lunging, snapping
- Resource guarding
- Handling sensitivities
- Any bite history

I understand that undisclosed behavior may result in immediate termination of the program without refund.

## **4. Health & Safety Release**

I acknowledge that:

- The Better Companion takes all reasonable precautions for safety.

- My dog may experience mild stress during boarding or training.
- The trainer may seek emergency veterinary care if needed, and I am financially responsible for all costs.

I release The Better Companion, its trainers, employees, and affiliates from liability for:

- Illness, injury, escape, or behavioral regression
- Damages caused by my dog during or after the program

Except in cases of gross negligence.

## **5. Program Limitations**

I understand this program does not include behavior modification for:

- Dog aggression
- Human aggression
- Bite-risk
- Severe reactivity

If such behaviors are observed, the program may be discontinued and pickup required.

## **6. DEPOSIT & REFUND POLICY (REQUIRED ACKNOWLEDGMENT)**

To reserve a Board & Train spot in the Pawsitive Pathway Programs, a 50% deposit is required at booking.

By signing below, I understand and agree to the following:

### **Deposit Terms**

- The 50% deposit is required to secure program dates.
- The deposit is non-refundable, except as noted below.

## **Refund Policy**

- If I cancel 7 or more days prior to the scheduled start date, 25% of the deposit is refundable.
- If I cancel within 7 days of the program start, no portion of the deposit is refundable.
- If my dog must be removed from the program for undisclosed behavioral concerns (aggression, bite risk, severe reactivity), no refund will be given for remaining days.

## **Early Pickup**

If I choose to pick my dog up early for reasons not related to illness or emergency, I understand that no refunds are issued for unused days.

## **Program Adjustments**

BETCO reserves the right to adjust training plans for safety, welfare, or appropriateness of the dog's needs

I acknowledge that I have read and understand the deposit and refund policy and agree to its terms.

# **OWNER CONFIRMATION & SIGNATURE**

I confirm that the information provided is accurate and agree to all terms of the intake packet and deposit policy.

Owner Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## 7. Optional Media Release

☐ YES – The Better Companion may use photos/videos of my dog for training, social media, or marketing.

☐ NO – Do not use images of my dog.

## 8. Owner Signature

I have read, understood, and agree to the terms of this waiver.

Owner Signature: \_\_\_\_\_

Date: \_\_\_\_\_