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## Seventh Heaven Dog Training Service Rates (Effective 9/1/2024)

Service: Please be sure to note the Extended Service Area Fees which will be added to the standard service rates. Travel of over	Rate
<b>Initial Consultation Fees</b>	
Initial Training Consultation	\$95.00
<b>Private Classes (Client's Home or Richmond Training Center)</b>	
Private Puppy Class - 5 Sessions	\$450.00
Private Foundations of Training -5 Sessions	\$475.00
Private Basic Manners - 5 Sessions	\$475.00
Loose Leash Walking - 4 Sessions	\$400.00
<b>Hybrid Training Packages: Trainer works with the dog one-on-one for two sessions and then the dog and Training Team for the third session to show them what the dog has learned and how to cue the behavior.</b>	
3 Sessions (1 Hour)	\$285.00
6 Sessions (1 Hour)	\$570.00
<b>Private Training Sessions for Behavioral Issues</b>	
Foundations of Reactivity (At either the Animal Behavior Wellness Center)- 5 Sessions	\$625.00
Foundations of Reactivity (Client Home and Richmond Training Center)- 5 Sessions	\$475.00
Group Reactivity Session	\$40.00
Group Reactivity - 5 Pack	\$175.00
Behavioral Private Training: All other issues (Client's Home or Richmond Training Center) per session	\$95.00
Behavioral Private Training Session (Client's Home or Richmond Training Center) - 5 Pack	\$475.00
Behavioral Private Training: All other issues (Animal Behavior Wellness Center) per session	\$125.00
Behavioral Private Training: All other issues (Animal Behavior Wellness Center) - 5 Session Pack	\$625.00

<b>Basic Private Training</b>	
Basic Private Training Session	\$95.00
Basic Private Training Session - 5 Pack	\$475.00
<b>Group Classes at the Animal Behavior Wellness Center</b>	
ABWC Puppy Training and Socialization: Between 3-14 weeks old - 4 Sessions	\$300.00
ABWC Puppy Playtime Drop In per Session	\$40.00
ABWC Welcome Home (Adopted Dogs and puppies that have passed the Critical Socialization Period) - 5 Sessions	\$350.00
ABWC Foundations of Learning (Prerequisite for Basic Manners) - 5 Sessions	\$350.00
ABWC Basic Manners – 5 Sessions	\$350.00
ABWC Intermediate Manners – 5 Sessions	\$350.00
ABWC Loose Leash Walking- 4 Sessions	\$300.00
<b>Virtual Training Session</b>	
One Hour Virtual Training Session	\$75.00

## **SEVENTH HEAVEN BASIC POLICIES AND COMMITMENTS TO YOU:**

### **Terms and Conditions**

The parties herein agree as follows:

1. This contract will take effect upon signature by both Client and Pet Sitter, Dog Walker or Trainer from Seventh Heaven Pet Care Services and will remain in effect until terminated by either party as provided below in Item 9. All scheduled visits will be governed by all the terms of this contract. We appreciate as much advance notice as possible but will make every effort to accommodate all requests. In the event of early return home, Client must notify Pet Sitter, Dog Walker or Trainer promptly to avoid being charged for unnecessary visit(s).
2. The fee structure is listed on the Seventh Heaven Pet Care Services website under Rates & Services. Client rates will be locked in at the time of the contract and special rates may be negotiated which will be listed under the Client profile on Time To Pet.
3. Pet Sitter, Dog Walker or Trainer is authorized to perform care and services as outlined on this contract. Both Pet Sitter, Dog Walker or Trainer and Client recognize that the welfare of the animal is the highest priority. If in Pet Sitter, Dog Walker or Trainer's judgment additional services become necessary during the service period to properly care for the animal, Pet Sitter, Dog Walker or Trainer will first make reasonable attempts to contact Client. If Client cannot be contacted for whatever reason, Pet Sitter, Dog Walker or Trainer is authorized to undertake such additional steps as may in the reasonable judgment of the Pet Sitter, Dog Walker or Trainer be necessary or appropriate for the health and welfare of the animal, including but not limited to (a) additional visits by Pet Sitter, Dog Walker or Trainer to provide care for the animal; (b) consultation with Client's Veterinarian listed above, or with an emergency veterinary care provider should Client's Veterinarian be unavailable; (c) authorizing care and treatment as recommended by Client's Veterinarian or an emergency veterinary care provider (excluding euthanasia) a maximum cost threshold should be provided to the Client's Veterinarian along with written notification that your Pet Specialist is authorized to bring your pet in for care; and (d) such other steps as may in the reasonable judgment of Pet Sitter, Dog Walker or Trainer be necessary or appropriate for the health and welfare of the animal. Client agrees to be responsible for all fees and expenses incurred for care and treatment of the animal pursuant to this paragraph, and releases and holds Pet Sitter, Dog Walker or Trainer harmless from all liabilities related to transportation, treatment and expense. Client agrees to reimburse Pet Sitter, Dog Walker or

Trainer/Seventh Heaven Pet Care Services for any expense incurred, plus any additional fees for attending to animal's needs or any expenses incurred for any other home/food/supplies needed.

4. In the event of inclement weather, natural disaster or circumstances beyond our control, e.g. acts of terrorism, etc., Pet Sitter, Dog Walker or Trainer is entrusted to use best judgment in caring for pet(s) and home. Pet Sitter, Dog Walker or Trainer/Seventh Heaven Pet Care Services will be held harmless for consequences related to such decisions.
5. Pet Sitter, Dog Walker or Trainer agrees to provide the services stated in this contract in a reliable, caring and trustworthy manner. In consideration of these services and as an express condition thereof, CLIENT EXPRESSLY WAIVES AND RELINQUISHES ANY AND ALL CLAIMS AGAINST PET SITTER, DOG WALKER OR TRAINER/SEVENTH HEAVEN PET CARE SERVICES ARISING OUT OF OR RELATING TO THE PROVISION OF SERVICES HEREUNDER, EXCEPT THOSE ARISING FROM GROSS NEGLIGENCE OR WILLFUL MISCONDUCT ON THE PART OF PET SITTER, DOG WALKER OR TRAINER/SEVENTH HEAVEN PET CARE SERVICES. SHOULD PET SITTER, DOG WALKER OR TRAINER OR ANY AUTHORIZED SEVENTH HEAVEN PET CARE SERVICES PET SITTER, DOG WALKER OR TRAINER SUSTAIN ANY INJURY, DISEASE OR OTHER HARM IN THE COURSE OF PROVIDING SERVICES HEREUNDER, CLIENT WILL INDEMNIFY PET SITTER, DOG WALKER OR TRAINER/SEVENTH HEAVEN PET CARE SERVICES AND HOLD IT HARMLESS WITH RESPECT TO ALL LOSS, EXPENSE AND DAMAGE CAUSED THEREBY, EXCEPT THOSE ARISING FROM GROSS NEGLIGENCE OR WILLFUL MISCONDUCT ON THE PART OF PET SITTER, DOG WALKER OR TRAINER/SEVENTH HEAVEN PET CARE SERVICES.
6. Client acknowledges that payment is due prior to any trip. For extended trips, the Owner and Client will negotiate a payment schedule. Most likely every two weeks. Any additional visits or other services will be invoiced and charges are due immediately upon completion of a scheduled service period without further invoice or notice. For ongoing services, client will be billed on a bi-weekly basis. A finance charge of 2% per month will be added to unpaid balances after 30 days. A handling fee of \$35 will be charged on all returned checks. An advance deposit may be required whenever warranted in the sole judgment of Pet Sitter, Dog Walker or Trainer. In the event it is necessary to initiate collection proceedings on the account, Client will be responsible for all attorney's fees and costs of collection.
7. In the event of personal emergency or illness of Pet Sitter, Dog Walker or Trainer, Client authorizes Pet Sitter, Dog Walker or Trainer to arrange for another qualified person to fulfill responsibilities as set forth on this contract. In such case, Pet Sitter, Dog Walker or Trainer will remain fully responsible for the proper discharge of all services under this Agreement. Every attempt will be made to notify client regarding such situation.
8. All pets are to be currently vaccinated.
9. Pet Sitter, Dog Walker or Trainer and Client each may terminate this contract at any time by written notice to the other. Pet Sitter, Dog Walker or Trainer will be entitled to payment for all services rendered until notice of termination is received, and for any transition services reasonably required to provide for the health and welfare of Client's pets. Pet Sitter, Dog Walker or Trainer will not terminate during a period of scheduled service unless Pet Sitter, Dog Walker or Trainer determines, in his/her sole discretion, that a danger exists to the health or safety of Pet Sitter, Dog Walker or Trainer. If such concerns preclude Pet Sitter, Dog Walker or Trainer from providing further care of the pet, then Client authorizes pet to be placed in a kennel, with all charges therefrom to be charged to Client. Every attempt will be made to notify Client regarding such situation.
10. Client acknowledges that by signing below, he/she is providing written approval for the provision of services by Pet Sitter, Dog Walker or Trainer during any service period scheduled by Client and accepted by Pet Sitter, Dog Walker or Trainer. Upon such scheduling and acceptance, Pet Sitter, Dog Walker or Trainer/Seventh Heaven Pet Care Services will be authorized to enter Client premises and perform services without additional signed contracts or written authorization and to accept telephone reservations for future visits.

11. If anyone else has access to your home while the Pet Sitting, Dog Walking or Training job is being performed, we, the Pet Sitting, Dog Walking or Training Seventh Heaven Pet Care Services, can assume no liability for any damages or losses to your home or pet.

12. The utmost of care will be given in watching both your pet(s) and your home. However, due to the extreme unpredictability of animals, we cannot accept responsibility for any mishaps of an extraordinary or unusual nature (i.e., injuries due to fight between pets in the home, furniture damage, accidental death, etc.) or any complications in administering medications to the animal. Nor can we be liable for injury, disappearance, death or fines of pet(s) with access to the outdoors

### **Training Clients:**

13. Do your homework. This is important for making progress with your dog. It is a waste of your money to repeatedly work on the same skill.

14. Ask questions! Send them via email or text anytime between sessions.

15. If you are stuck, feel free to video tape your training sessions so that we can troubleshoot the situation to help you succeed.

16. Log all of your training sessions so that we may review your progress and help you succeed.

17. Please practice at the dog's level. Do not test your dog in a real-life situation that he has not been prepared for.

18. Post Safety and Management Plans in a visible place. Let everyone entering your home know what they are. This is important for family, friends, and your Training Team.

19. Follow the training plan and use the methods that your trainer has instructed you to use. Trying other methods, equipment, or handling your dog in a different way than instructed may cause your dog to hide warning signs or even possibly become aggressive.

20. Notify Seventh Heaven of any biting incidents that your dog has been involved in, regardless of severity, and regardless of who or what was bitten before your first appointment or if the incident happens during the course of training. This is to protect any other animals that may be in the class and the Trainer, Training Team, or other students.

21. Call our office to Schedule appointments or use the Acuity Scheduling Link which can be found on the Seventh Heaven Training Services Page at <https://seventhheavenpets.care/seventh-heaven-dog-training-services/>. Office Hours are 8 AM – 5 PM M-Th, 8 AM-4 PM Friday and 1000 AM- 2 PM Saturday. The Office is closed on Sunday.

22. Cancellation Policy: Your success is very important to us. Because of this, we discourage cancellation or rescheduling of appointments. If you do reschedule, your missed appointment may be charged. We will of course, make exceptions for medical or family emergencies, severe weather or other unusual circumstances on a case-by-case basis. The Trainer will be empowered to make the determination to charge or not to charge.

23. Please plan carefully when scheduling your appointments. We suggest scheduling all of your appointments during your consultation.

24. Emergencies happen on both sides. Your trainer will promptly notify you if we are unable to make an appointment and need to reschedule and appreciate your doing the same. Establish the most effective mode of communication with your Trainer or Training Team at your initial consultation. Notify the Trainer and Training Team of any changes to this protocol.

25. All Seventh Heaven Pet Care Training Clients will be required to maintain records in the Time to Pet App to track immunizations, household information and more. This will also come in handy if you need Pet Sitting services.

**Please note:** Due to a pet's excitement to see us, "door darting" may be attempted by a pet. We take every precaution to prevent this from occurring but do require that all dogs and cats under our care wear an ID tag (or collar) stating their name and your phone number.

**Definition:** Your Training Team may include a Fear Free Certified Training Maintenance or Behavior Management Walker and/or a Training Assistant.

***I have reviewed this Service Contract in its entirety. The information provided by me is complete and accurate and I agree to all its terms and conditions as set out above.***