

Training Activities Waiver of Liability

I am aware that there are inherent risks and hazards involved in activities with and around dogs. I am aware that any dog, regardless of breed, temperament, training, handling, or environmental circumstance, is capable of biting and I expressly acknowledge and accept the risks therein.

Further, I am and will remain responsible for the actions of my dog at all times. I hereby agree to abide by the rules and policies of training activities with Pawsitive Solutions Training, LLC, DBA The Social Pup. I understand that attending training classes or private lessons is not without risk to myself, members of my family, accompanying guests of mine, or to my dog. In consideration of, and as inducement to the acceptance of my application for training activities, I hereby agree to indemnify and hold harmless Pawsitive Solutions Training, LLC, DBA The Social Pup, its owners, officers, directors, instructors, agents, employees, independent contractors and/or representatives of any and all claims, or claims by any member of my family, or accompanying guests of mine of injury, expense, costs or damages to myself, my dog or any handler sponsored by me both in class and out of class, by acts that might occur in dog training classes, private lessons, or any other format of training activities or secondary training without trainer present.

I also agree to assume sole responsibility for injury or damage caused by myself, children in my charge, accompanying guests of mine, or by the dog I own or handle and further agree to indemnify, defend and hold harmless Pawsitive Solutions Training, LLC, DBA The Social Pup and property from any damage, loss, liability or expense, including legal cost and attorney's fees, which result from damage caused by myself, children in my charge, accompanying guests of mine, or by the dog I own or handle.

While risk of disease transmission between dogs is very low with the appropriate protocols, I am aware that any time dogs come into contact with other dogs there is a possibility of disease transmission, and I expressly acknowledge and accept the risks therein.

Training Policies, Terms and Conditions (updated 6/8/22)

Registration/Payment Register on our website at least 24 hours before the start of your first class, play time or private lesson. Upon registration, you will receive a confirmation e-mail. You will receive a second e-mail with tips for preparing for class. We accept checks, cash, PayPal or Venmo.

For Puppy Prime Time classes or Pawsitive Playtimes: during or immediately after registering, you must complete and submit the Puppy Health Declaration Form, and submit your puppy's vaccination records to us by text or email before being eligible to attend the first day of class or play time. *If you fail to submit the necessary documentation in time for the first class or play time, you may not attend in order to ensure the safety of all participants.*

Vaccinations Puppies must have received the relevant number of **Distemper/Parvo** vaccinations (commonly abbreviated as DAPP, or DHPP on veterinary receipts) for their age, and a **Bordetella** vaccine at least seven days prior to their first day of class or play time. (We also recommend getting an Influenza

vaccine, but do not require it.) Puppies typically receive a total of four Distemper/Parvo vaccines, and *we require proof of subsequent boosters as well as the initial vaccine.*

Adult dogs entering our play room or play yard must be up-to-date on Distemper/Parvo and Rabies vaccines.

Acceptable proof of vaccines is a digital or paper copy of the receipt from the veterinarian, showing the date and type of vaccine given. *You may upload a PDF copy on the Puppy Health Declaration Form at www.thesocialpup.net/puppyhealthform, or you may text a photo of the receipt to 512-817-3010, or email it to info@thesocialpup.net. Records of vaccines given by anyone other than a licensed veterinarian will not be accepted.*

Canine health screening Owners of puppies attending our Puppy Prime Time class or Pawsitive Playtime must complete and sign our Puppy Health Declaration Form. The form can be completed online at www.thesocialpup.net/puppyhealthform. Please do not bring your dog to class if he/she is not well. Diarrhea, vomiting, lethargy or other changes in health or behavior should be addressed by a veterinarian before your dog attends class.

Our disease prevention protocols After each training or socialization activity, the floor and all toys and other equipment are thoroughly cleaned and disinfected. Floors and equipment are sprayed with Kennel Sol disinfectant at the manufacturer's recommended dilution for killing Parvovirus (8 oz. per gallon), and allowed to dry.

Owner responsibility in disease prevention To reduce the risk of puppies contracting Parvovirus or other canine communicable diseases, *we ask that you refrain from allowing your puppy access to public areas frequented by dogs or from playing with dogs with unknown vaccination status.* Examples of high risk areas are: dog parks, pet supply or other retail stores or shopping centers, common areas of apartment complexes, animal shelters. Socialization can and should take place outside of class and before puppies are fully vaccinated, but needs to be done so safely. That means **puppies should either ride in a dog stroller or a carrier, so that they never come into contact with natural or manmade surfaces, which can harbor viruses.** Play dates with dog friendly fully vaccinated dogs can take place safely in your own home or yard, provided you know the other dog is up-to-date on vaccinations. By following these protocols until your puppy is fully vaccinated, you will be protecting not only the health of your own puppy, but protecting other puppies as well, and helping reduce the spread of germs in the environment.

Required use of puppy strollers Field trips are an important part of our Puppy Prime Time class, and to ensure the health and safety of puppies that are not fully vaccinated, we provide puppy strollers for use during field trips, and we require their use, unless you have a suitable alternative, such as a soft carrier or backpack made for carrying small dogs or puppies.

Optional stroller rental You also have the option to check out a stroller to use for up to four weeks. A security deposit of \$80 is required, \$70 of which is refundable, provided there is no damage or excessive use noted upon return.

Covid-19 Protocol Masks are optional in our play room. Instructor is fully vaccinated and boosted.

Class reschedules/cancellations Due to unforeseen circumstances, sometimes a session or class has to be rescheduled or canceled. If this happens, you may enroll in the rescheduled class, receive credit toward a future class or receive a full refund.

Class communications Due to unforeseen circumstances such as inclement weather, occasionally classes have to be rescheduled. For this reason, and to provide class members with a quick and efficient way to communicate with each other and instructors, we offer the option to participate in group messaging, through the Group Me app, free and available on both iOS and Android phones. You also have the option to opt out of group messaging, and select an alternative contact method, such as individual text, e-mail, or phone call.

Inclement weather In the event of rain or other weather conditions unfavorable for class, we will notify participants at least 30 minutes before class time, and reschedule class to the same day the following week, unless otherwise specified. We will notify you by your preferred contact method (group text, individual text, e-mail, or phone call).

Cancellations You may cancel a group class or private lesson 24 hours or more before the scheduled time. Please call or text 512-817-3010, or e-mail info@thesocialpup.net to request cancellation.

Refunds A full refund will be given if we are notified at least 24 hours before your scheduled class or private lesson. No refunds will be given without the minimum notice. No refunds will be given for missed classes, but at the instructor's discretion a participant may be able to attend a future class to make up the missed class(es). Please allow 3 - 5 business days for processing of refunds.

Determination of suitability for training Pawsitive Solutions Training, LLC, DBA The Social Pup reserves the right to decline entry to any dog who presents behavior issues that may be dangerous or disruptive to the class. If an instructor determines that a dog is not able to participate in a group session or class, your class will be converted to a private lesson(s), or you will be referred to a DVM offering behavior service. If we refer you to a veterinary behaviorist, we will refund any unused classes or lessons.

Guests Family members and friends are welcome and encouraged to attend class, within our space limitations. For Puppy Prime Time classes, if the class is full we will limit each party to two people. To protect the safety of everyone in class, please follow these guidelines: • Children must be under parental control at all times • Running or yelling in class is not allowed • Children should not approach or pet any other dog in class without permission.

Photo/Video Policy Pawsitive Solutions Training, LLC, DBA The Social Pup sometimes photographs or films dogs and/or their handlers during training classes or lessons for promotional or educational purposes. I understand that if I or my guests don't wish to be photographed or filmed, I should inform the instructor prior to the start of my training activity.

Privacy Policy

The information we collect

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

How we collect information

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

Why we collect information

We collect such Non-personal and Personal Information for the following purposes:

To provide and operate the Services;

To provide our Users with ongoing customer assistance and technical support;

To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;

To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;

To comply with any applicable laws and regulations.

How we store, use, share and disclose your personal information

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

How we may use your information to communicate with you

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

How we use cookies and other tracking tools

We use cookies on our website to see how you interact with it, to see which of our ads you interacted with, to help enable you to browse our website and book classes, and may be used in a variety of ways to enhance or personalize your online browsing and booking experience. These technologies may also be used to determine the ads you see on other sites, such as Facebook. By accepting, you agree to our use of such cookies.

How you can withdraw your consent

If you don't want us to process your data anymore, please notify us by e-mail at info@thesocialpup.net.

Privacy Policy updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Questions about our Privacy Policy?

If you would like to: access, correct, amend or delete any personal information we have about you, or if you have questions about our Privacy Policy, you are invited to contact us at info@thesocialpup.net or 512-817-3010.