MERAKI CANINE LLC

TRAINING POLICIES & CLIENT AGREEMENT

105 Smith Street, Cochranton, PA 16314 | Registration: HeelYeah!

This agreement applies exclusively to group classes, private lessons, consultations, workshops, evaluations, testing, demonstrations, and other training activities, whether at our primary facility or off-site.

1. Registration & Enrollment

Clients must maintain accurate contact, emergency contact, and dog information in HeelYeah! or the designated registration system. Enrollment is subject to availability, prerequisites, and instructor approval when applicable. Clients must review confirmations for dates, times, locations, fees, and program requirements.

2. Payments & Fees

Current fees are shown at registration or provided by Meraki Canine LLC. Group course tuition is due in full on or before the first class; private lessons, consultations, and appointments are payable on or before the service date unless otherwise specified. Packages are generally prepaid. Unpaid registrations may be released. Outstanding balances and fees must be resolved before future bookings. Future prices may change.

3. Cancellations, Refunds & Attendance

Group courses: Cancellations more than 48 hours before the first class may receive a credit or transfer at Meraki Canine's discretion. Cancellations within 48 hours forfeit 50% of tuition; first-class no-shows without notice forfeit 100%. Once a course begins, tuition is nonrefundable and missed sessions are not guaranteed makeups or credits. Private appointments and consultations require at least 24 hours' notice; late cancellations and no-shows may be charged in full or deducted from a package. Workshops, testing, and special events may have separately disclosed terms. If Meraki Canine cancels and cannot reasonably reschedule or deliver a purchased service, an appropriate refund or credit for the undelivered portion will be offered. Repeated cancellations or no-shows may affect future bookings.

4. Health, Vaccinations & Parasites

Dogs must be healthy enough for the activity and meet applicable vaccination requirements, including legally required rabies vaccination when age-eligible and appropriate core vaccinations (DHPP or equivalent), subject to accepted veterinary exemptions. Additional venue or program requirements may apply; records may be requested. Do not attend with a dog showing potentially contagious symptoms or active parasite infestation. Female dogs in heat may not attend group classes without prior approval. Notify us promptly of a contagious diagnosis following attendance. We may excuse dogs for health or safety reasons.

5. Behavior Disclosure & Safety

Clients must truthfully disclose aggression, bites, reactivity, resource guarding, fear, escape tendencies, medical limitations, and other relevant concerns, and report changes before the next session. Dogs must remain leashed or appropriately controlled unless an instructor authorizes otherwise. No unapproved greetings or free play. Clients must follow instructions, respect personal space, maintain control, and clean up after their dogs. Meraki Canine may change activities, require safety equipment, recommend another program, or remove an unsafe participant.

6. Training Methods & Owner Participation

Meraki Canine uses an individualized, tool-neutral approach. Appropriate equipment may include collars, harnesses, head halters, slip leads, prong collars, electronic collars, long lines, muzzles, clickers, treats, and toys. All tools must be safely, humanely, and correctly used; abuse and excessive force are prohibited. Instructors may require adjustments or end unsafe

handling. Clients are responsible for practice, management, and communication. No specific behavior result, certification, title, or testing outcome is guaranteed.

7. Group Class Expectations

Each dog needs a capable handler. Additional attendees are subject to program rules. Arrive on time with appropriate equipment, rewards, and safe footwear. Minors must be supervised by a responsible adult; children may not approach unfamiliar dogs or use training equipment without permission. Group classes are structured learning sessions, not unrestricted play. Disruptive, abusive, or persistently unsafe conduct may lead to removal. Refund eligibility is subject to the applicable cancellation terms and law.

8. Off-Site Training & Events

These policies apply at Meraki Canine's Cochranton facility and all approved off-site locations, including partner businesses (ex. Lucky Dog Stay & Play), rented or borrowed facilities (ex. Adams Automotive), public parks (ex. Lions Park), sidewalks, parking lots, private properties, expos, community events, and other training venues. Clients must follow venue rules, applicable laws, posted restrictions, and instructions from authorized representatives; control their dogs in surrounding areas; clean up; and respect other people, animals, and property. Additional venue health or equipment requirements may apply. Locations may change; clients must check updates and arrive at the designated meeting point. Attendance does not grant unrestricted property access. Clients arrange transportation and parking and must use caution around traffic, crowds, weather, uneven surfaces, and other distractions.

9. Communication & Scheduling

HeelYeah! is a primary registration and scheduling platform. We may also contact clients by text, email, or phone. Clients must review confirmations and updates. Responses may be delayed while instructors are teaching or attending events.

10. Training Materials

Meraki Canine's original handouts, worksheets, curriculum, videos, and other resources are for enrolled clients' personal educational use. They may not be republished, sold, distributed, or used commercially without written permission. Clients remain free to discuss their dogs' training, seek professional guidance, and use general knowledge or independently acquired methods.

11. Separate Waivers & Media Consent

Clients must complete applicable liability and participation documents. This agreement does not replace the separate Training Liability Waiver. Public promotional photography and video are governed by a separate optional Photo & Video Release; signing this agreement does not grant marketing media consent.

12. Enforcement & Updates

Meraki Canine may refuse, suspend, or discontinue services for safety concerns, inaccurate disclosures, unpaid balances, repeated violations, or inappropriate conduct. Material policy changes will be communicated and accepted when required before they apply to future services. If one provision is unenforceable, remaining provisions continue to the extent permitted by law.

Client Acknowledgment

By signing, I confirm I am at least 18 and the dog's legal owner or authorized representative. I have read and understand these policies, had an opportunity to ask questions, and agree to comply with applicable instructions and requirements.

Signature: _____ Date: _____