



Club K-9 at the Ranch, LLC
9436 W. Steger Road, Frankfort, IL 60423
815-469-3647 - phone
815-806-2244 – fax

Client Waiver

Our Policy:

1. Dogs are required to be double leashed at all times when on the property.
2. I give my consent and fully authorize Club K9 at the Ranch to act on my behalf and in my dog(s) best interest by obtaining emergency vet care at my expense if deemed necessary.

No Shows & Cancellations: No shows, last minute cancellations (less than 24-hours notice) are subject to a \$25.00 FEE PER PET, which will be added to your next appointment. We understand there are emergency situations and will work with you, but not on a continued basis. Please be respectful of our time as we are a by-appointment business, and another client could have taken your appointment if we had known.

Please note: No shows or last minute cancellations during Holiday weeks will result in a \$45 no show fee, and pre-payment may be needed prior to ALL future appointments.

Multi-Week Classes: All pets will be allowed ONE make-up class. No refunds will be allowed after the second week of class.

Late Pick-Ups: Please be on time to pick-up your pet(s). We work by appointment and do not have the staff or facilities for your pet to stay after your service has been completed. To enforce this policy, a **\$25 kennel fee** may be added to your invoice.

Returned Check Policy: Checks that are returned are subject to a **\$30.00 service fee**. Future appointments must be paid in cash or Credit Card PRIOR to the start of your pet's next appointment.

Media: I agree my dog(s) may be videotaped, photographed & recorded for unrestricted use in all media & promotions for Club K9 at the Ranch. Yes No

I understand and agree that: I am solely responsible for my pet and its behavior. If s/he hurts another person, pet, or property, I am solely responsible for paying all costs. There is an inherent risk in delivering the services of training, daycare, and boarding, which I understand and accept. There are dogs of every breed, size, and temperament in the areas where we will train and in the training class. My dog and I could come into contact with contagious diseases (animal or human) and, though rare, we could be bitten, attacked, or seriously injured. My dog may climb gate or fence and escape from the property and be lost or injured. Club K9 at the Ranch and its employees are not liable for any costs or expenses incurred as a result of my or my pet's participation, and I will look solely to the Pet Parent of the pet causing injury or damage for compensation. Club K9 at the Ranch reserves the right to refuse or terminate services of any pet at any time. I understand for the safety of all pets, proof of current vaccinations must be presented at the first class in order to participate.

Client Signature: _____ Date: _____