



Client Enrollment Pack & Agreement

Welcome to PawsOfFortune

My name is **Sara Fortune (DTC-CDT)**, and I am a certified dog trainer dedicated to helping you achieve a harmonious relationship with your canine companion.

My mission is simple: **Here to support and help owners raise a calm, confident, happy, and obedient dog in a human world.**

My Approach & Qualifications

My methods and techniques are based exclusively on **positive reinforcement**, creating a fun, effective, and ethical learning environment for both you and your dog. All training programmes are tailored specifically to your dog's individual needs and your family's lifestyle.

I offer a range of professional services, including:

- Enrichment Workshops
- Loose Lead Walking
- General Obedience & Manners
- Foundation Skills
- Tailored 1:1 Sessions

Contact Details

Detail	Information
Email	contactpawsoffortune@gmail.com
Phone	07483289879



What to Bring to Your Session

To ensure a productive and comfortable training experience, please ensure you bring the following equipment to every session:

- **Lead:** A standard lead (leather, rope, or webbing). **Retractable leads are strictly prohibited** due to safety and control issues. A long line is preferred for recall work where applicable.
- **Collar/Harness:** A well-fitted harness or collar.
- **High-Value Rewards:** Plenty of high-value treats (small, soft, and motivating).
- **Toys:** Motivation or reward toys, if your dog responds well to them.
- **Waste Bags:** Sufficient poo bags.
- **Water:** Fresh water and a portable bowl for your dog.
- **Clothing:** Weather-appropriate clothing and comfortable, practical footwear for outdoor environments.

Rules of the Session & Class Etiquette

To maintain a safe, respectful, and effective learning environment for all clients, dogs, and the trainer, adherence to the following rules is mandatory:

1. **Lead Management:** Dogs must remain on a lead at all times unless explicitly directed otherwise by the trainer. **Retractable leads are strictly prohibited.**
2. **Dog Welfare:**
 - Ensure your dog has been given a sufficient toilet opportunity immediately before the session begins.
 - Your dog must have eaten their last meal at least **2–3 hours** before the training start time to prevent stomach upset or bloat.
3. **Positive Training Environment:**
 - **NO punishment or scolding** of your dog is permitted during sessions. Training is based on positive reinforcement, and any harsh, aversive, or aggressive handling will result in immediate termination of the session.
4. **Children:**
 - Attendance of children under 10 must be agreed upon with the trainer prior to the session.
 - All children present must be supervised by an adult client at all times. **The trainer accepts no liability for the supervision or safety of children present during a session.**
5. **Cleanliness:** You must immediately clear up your dog's waste and dispose of all poo bags responsibly in the designated bins or by taking them home.
6. **Respectful Conduct:** Please respect the trainer, other clients, and all dogs present in group sessions. **Rudeness, aggressive behaviour, or verbal abuse will not be tolerated.** Such behaviour will result in the trainer terminating your attendance to the

session or class immediately, and **no refund will be processed**.

- 7. Equipment & Environment:** Please respect and look after all PawsOfFortune training equipment and the training environment (venue, park, etc.).

Terms and Conditions of Service

By booking and attending a session or class with PawsOfFortune, you (the Client) agree to and accept the following legally binding Terms and Conditions:

A. Payment & Cancellation Policy

- 1. All payments for training services** — including programmes, classes, and 1:1 sessions - must be made in full **at least 48 hours prior** to the scheduled session. If payment has not been received within this timeframe, the booking will be considered **unconfirmed** and the session may be cancelled or rescheduled at my discretion. I kindly ask clients to ensure timely payment to secure their booking and avoid any disruption to their training schedule.
- 2. Payment Methods:** Payments are accepted via bank transfer, card payment, or cash.
- 3. Client Cancellations:** If the client needs to cancel or reschedule, a minimum of **48 hours advance notice** is required. Cancellations made with less than 48 hours notice will result in the full session fee being charged and due.

B. Liability and Risk

- 1. Assumption of Risk:** The client acknowledges that dog training involves working with live animals and carries inherent risks of accident, injury, or damage to persons, property, or animals, including the client's dog.
- 2. Waiver of Liability:** The client agrees that **PawsOfFortune and Sara Fortune (Trainer) will not be held liable** for any injury sustained to the owner, their dog, or any other person or animal during or as a result of the training session, including travel to and from the session location.
- 3. Dog Behaviour:** The client remains fully responsible for the actions and behaviour of their dog at all times.

C. Trainer Discretion and Termination

- 1. Rescheduling:** The trainer reserves the right to reschedule appointments or sessions due to unforeseen circumstances, weather conditions, or necessary operational requirements, at their discretion.
- 2. Termination of Contract:**
 - The trainer reserves the right to immediately terminate the contract with a client and their dog (whether 1:1 or group) if the client breaches the **Session Rules** (e.g., aggressive behaviour, use of force/punishment, or non-compliance with safety instructions). **No refund will be processed in this scenario.**
 - If the trainer feels a dog presents a significant bite or safety risk within a group

session, the trainer reserves the right to immediately terminate the client's place in the group and offer an alternative training solution (e.g., private 1:1 sessions) at an adjusted rate.

D. Training Methodology & Results

1. **Methodology:** The trainer exclusively uses **positive reinforcement** training methods and techniques. The client agrees to follow these methods throughout the course of training.
2. **Results:** Training results are not guaranteed. Success depends entirely on the owner's commitment, consistency, and active participation in applying the techniques both in class and at home.

E. Privacy and Media Use

1. **Confidentiality:** All personal information about clients and their dogs will be kept strictly confidential unless disclosure is required by law or explicit consent is provided by the client.
2. **Media Permission:** The client consents to the trainer potentially using photography or video footage of their dog and handler during sessions for the purpose of promoting PawsOfFortune services (e.g., website, social media, and marketing materials).

F. Client Liability and Responsibility

The Client assumes the following responsibilities for all private training sessions:

1. **Assumption of Risk & Waiver of Liability:** The Client acknowledges that dog training involves live animals and carries inherent risks of accident, injury, or damage to persons, property, or animals. The Client agrees that PawsOfFortune and Sara Fortune (Trainer) will not be held liable for any injury sustained to the owner, their dog, or any other person or animal during or as a result of the training session, including travel to and from the session location.
2. **Dog Management:** The Client remains fully responsible for the actions and behaviour of their dog at all times during the session, and must adhere to all safety instructions given by the Trainer.
3. **Safe Environment:** For sessions conducted at the Client's home or a chosen location, the Client is responsible for ensuring the environment is safe, secure (e.g., gates are closed), free from hazards, and compliant with all local laws (e.g., leash laws in public settings).
4. **Accuracy of Information:** The Client agrees to provide accurate and truthful information regarding their dog's health, behavioural history, and past training prior to the commencement of services.
5. **Session Rules:** The Client must abide by the Rules of the Session and all other Terms and Conditions.

G. Trainer Responsibility

The Trainer commits to the following during all private training sessions:

1. **Training Methodology: The Trainer (Sara Fortune, DTC-CDT)** agrees to use methods and techniques based exclusively on positive reinforcement and to provide training programmes tailored specifically to the dog's individual needs.
2. **Professional Conduct:** The Trainer agrees to provide professional, ethical, and knowledgeable training instruction and support, treating the owner and dog with the utmost patience, respect, and kindness.
3. **Termination Right:** The Trainer reserves the right to immediately terminate the session or contract if the Client breaches the Session Rules (e.g., aggressive behavior, use of force/punishment, or non-compliance with safety instructions) or if the dog presents an unforeseen safety risk. In such cases, no refund will be processed.
4. **Confidentiality and Media:** All personal client information will be kept strictly confidential unless disclosure is required by law or explicit consent is provided. The Client consents to the Trainer potentially using photography or video footage of their dog and handler during sessions for promotional purposes (e.g., website, social media, marketing materials).

H. Venue Conduct and Respect

1. **Respect for Venue and Neighbours:** The Client and their dog must be respectful and mindful of the venue property, the surrounding businesses, their staff, and their customers when entering, exiting, and during the session.
2. **Property Use:** Clients must only access areas of the venue specifically designated for PawsOfFortune training. All personal belongings, dog equipment, and waste must be removed by the Client upon departure.

I. Damage and Liability

1. **Damage Liability:** The Client is solely responsible and liable for any and all damage or destruction caused by their dog to the venue, its fixtures, fittings, or equipment. The Client agrees to indemnify **PawsOfFortune** against any claim for costs, repair, or replacement levied by the venue owner due to such damage.
2. **Dog Waste:** Clients must clean up after their dog immediately, both inside and outside the venue, and dispose of the waste appropriately in designated bins or take it home. Failure to clean up may result in a cleaning fee and/or termination of the course.
3. **Trainer Non-Liability:** The Client acknowledges that **PawsOfFortune** is acting as the hirer of the venue and holds no liability for the venue's safety, maintenance, or any injuries sustained by the Client or their dog due to the venue's condition.

J. Aggression and Zero-Tolerance Policy

1. **No Tolerance for Aggression:** PawsOfFortune enforces a zero-tolerance policy for aggression. Any dog displaying reactive or aggressive behaviour (including snapping,

growling, or lunging) directed towards people or other dogs, as determined by the Trainer's sole discretion, will be immediately withdrawn from the class.

2. **Withdrawal and Alternative Training:** If a dog is withdrawn due to aggression, the Trainer will discuss alternative training options (such as private 1:1 sessions) where the behaviour can be managed safely. In this scenario, no refund will be provided for the remaining group class sessions.
3. **Immediate Removal:** The Trainer reserves the right to immediately ask any Client and their dog to leave the venue if they pose a safety risk or violate this zero-tolerance policy, without prior warning.

Client Signature of Agreement

I have read, understand, and agree to the Terms and Conditions set forth by PawsOfFortune.

Client Name: _____

Client Signature: _____

Date: _____

Dog Training Contract & Agreement

This agreement is made between **PawsOfFortune (Trainer)** and the undersigned client.

Client Agreement

By signing this contract, the Client agrees to:

- Provide accurate and truthful information regarding their dog's health, behavioural history, and past training.
- Abide by the **Rules of the Session** and all **Terms and Conditions** set out in this document.
- Accept that results may vary significantly based on the dog's individual characteristics and the owner's level of commitment and consistency outside of sessions.
- Understand and support the trainer's commitment to using **positive reinforcement methods only**.

Trainer Agreement

The Trainer agrees to:

- Provide professional, ethical, and knowledgeable training instruction and support throughout the agreed-upon sessions.
- Treat both the owner and the dog with the utmost patience, respect, and kindness.
- Diligently endeavour to help the client and dog reach their stated training goals.

Client Name (Print): _____

Client Signature: _____

Date: _____

Trainer (Sara Fortune, DTC-CDT) Signature: _____

Date: _____

Client & Canine Questionnaire

Please complete this form in detail to help us understand your needs and tailor the best training approach for you and your dog.

Part A: Owner Details

Field	Response
Owner Full Name(s)	
Primary Contact Email	
Primary Contact Phone	
Full Address	
How did you hear about PawsOfFortune?	
Ages of household members	

Part B: Detailed Canine Information

Field	Response
Dog's Name	
Breed	
Age	
Sex	

Neutered/Spayed?	
Date acquired	
From where?	
Veterinarian Name & Clinic	
Last Vaccination Date	
Current Medications/Known Allergies	

Part C: Behavioural History & Goals

Question	Response
What are your top 3 training goals?	
Describe the specific behaviour you are seeking help with (e.g., pulling on lead, jumping, barking at visitors, fear, aggression):	
When did this behaviour first start?	
How does your dog typically react to unfamiliar dogs?	

<p>How does your dog typically react to unfamiliar people?</p>	
<p>Describe your dog's history with training (e.g., previous classes, what methods were used, were they successful):</p>	
<p>How many hours per week are you realistically able to dedicate to training practice?</p>	
<p>Any additional information...</p>	

“Dogs do speak but only to those who know how to listen”

Thank you for completing the Enrollment Pack. I look forward to working with you and your dog!

