THE THINKING K9, LLC (TTK9) OPERATING POLICIES

Last updated March 2026

DEPOSIT & PAYMENT POLICY

PAYMENT POLICIES

- **NO REFUNDS, TRANSFERS, or CREDITS—NO EXCEPTIONS.**
- This is time-sensitive, premium coaching, not a product. Payment reserves a fixed, limited spot, determines class structure, and requires us to turn away other teams. Because of this structure, requests for exceptions will not be considered— including emergencies, illnesses, death, dissatisfaction, alien abductions, or anything else. Enrollment reflects a mutual commitment. We commit fully to those who commit to their registration.
- If we alter/reschedule, you'll receive a FULL CREDIT OR REFUND (your choice) within 5-10 days.

DEPOSITS

Deposits are sometimes taken when a class is pending a minimum amount of signups before commencing.

- You will receive a **FULL REFUND** if class does not commence.
- If class proceeds, your **deposit is applied to class tuition** and adopts our "Payment Policies."

CLASS MAKE-UPS

- Missed orientations must be made-up ($199 tuition) and are only scheduled Monday - Thursday after 8:30pm.
  - Classes will be rescheduled if WE must alter/cancel a class/session.
  - Participants need not make up missed lessons, except for orientation. However, enrolling in an optional, fee-based private session is recommended to review missed material.

HANDLER POLICY

- A maximum of TWO-HANDLERS PER DOG are allowed.

MAIN HANDLER(S)

- Dogs cannot come to class without their main handler—NO exceptions.
- Two “main handlers” are permitted, if both meet these standards.
- Must be 18+ and the dog's legal owner.

- Must Attend orientation (no dogs) and the first week with dogs. Missed orientation must be made up before dogs can participate. Tuition is $199, held Monday-Thursday after 8:30 pm.
- **MUST BE ABLE TO HOLD THEIR DOG BACK FROM DOGS IN CLOSE QUARTERS**, and get up off the ground, briskly backup, bending over, etc.
- Violations disqualify handlers from bringing their dog to class; they may attend without a dog for learning and practice at home.

SECONDARY HANDLER(S)

- Secondary handlers are not required.
- Changes during the course are permitted for household members, who may handle the dog in class alongside the main handler.
- Puppy handlers: 6+ years; Core Manners: 16+ years.
- Children under 13 must be actively supervised by an adult **in the lobby with them.**

VACCINATIONS & HEALTH

- **Required:** Must be current on **Bordetella, Distemper, Rabies (dogs 6mo+)**. Puppies can join before their final boosters, as long as they are up to date.
- **Records must be emailed 48 hours BEFORE class begins.**
- **No entry without documentation. No refunds for missing records or contagious illness.**

HOW TO SEND

- Email photo with vet name and dates to: valence@thethinkingk9.com.
- Or have your vet send it (If *you* don't get confirmation, **we didn't receive them**).

COMMUNICABLE DISEASES

- **Your dog cannot come to class with a communicable disease OR KNOWN EXPOSURE.**
- You MUST inform TTK9 if ANY ANIMAL in your home has a communicable disease.
- If your dog defecated on TTK9 grounds, provide detailed instructions outlining the location so we can take extra measures, in addition to our rigorous protocol.
- Come to class without your dog to learn the plethora of information we provide. Previous students liked taking notes. Bring class activities home to your dog.

Requirements before returning to class

- A negative fecal result on your veterinarian's or lab's letterhead.
- A statement from your veterinarian that states the following:
  - Date the letter is written.

- Your dog's name.
- Your dog is not contagious.
- Your dog may return to GROUP classes.
- Your veterinarian's signature.

Refunds, transfers, & make ups due to illness/disease

We provide extensive training information and husbandry to owners, but we are NOT training their dog. 1-hour a week won't create behavior—practice between classes does. Therefore, owner's should attend class (no dog) to obtain the same value of information you'd otherwise receive.

Additionally, **as agreed upon during registration, we cannot offer makeup sessions, refunds, or transfers.** Class sizes are limited to benefit all participants, meaning spots cannot be reallocated.

Potty Area Protocol

- Use the designated potty area behind the building only.
- **CLEANING UP ALL SOLIDS IS REQUIRED. Violators will be PERMANENTLY DISMISSED WITHOUT REFUND—you're on camera!** Leaving waste creates a health hazard and is taken seriously.

Dog Equipment Requirements

- Each class has its own required Class Supply List found on our website, under each class' page. the-thinking-k9.square.site/all-supply-lists
- **Harness:** Refer to our Harness Guidelines on our website FAQ's. No "step-in" or vest harnesses; only "I" or "H" style allowed. thethinkingk9.com/wp-content/uploads/2026/02/Harness-Guide-1.pdf
- **Leash:** No retractable or bungee leashes allowed on TTK9 grounds.
- **E-collar:** Requires direct approval from your instructor.
- **Prong Collar:** Notify your instructor before class. Must be Herm Sprenger, 2.25 mm gauge (unless dog has extremely thick coat), snuggly fitted, with a safety backup collar/clip.

Treats & Rewards

- **Wet Treats:** Required—hot dog, chicken, steak, Fresh Pet, etc. Hard or soft training treats (freeze-dried, Zukes, Beggin' Strips, etc.) won't motivate a highly distractible dog. Wet treats are essential for the initial stages of training. **Without them, your dog won't engage, and**

you'll miss the full value of the session. *Our goal is for your dog to listen without treats, but we must first build motivation and drive to ensure reliability, even in real-life situations with distractions.

- **Timing:** Do not feed your dog within 4 hours of class unless medically necessary.
- **Toy Rewards:** Only with instructor approval.
- **Raw Food:** Not allowed due to bacterial risk.

HANDLER CLOTHING

Wear non-skid running shoes and clothing that allows free movement during training. **High heels, cleats, open-toe, or open-back shoes are not allowed**— no exceptions per our insurance requirements.

PUNISHMENT

Before Introducing Punishment...

Discuss the problem behavior and chosen technique with your instructor FIRST. We're here to help, judgment-free.

We don't limit ourselves to any one methodology. We focus on what's best for the dog, using science and fairness. Punishment can be part of the process, but it's important to understand that all methods, including training collars or invisible fences, **carry potential fallout**, especially if used incorrectly. Our goal is to educate you on the pros and cons of each technique, and then support you in choosing the path that's best for you and your dog.

No Harsh Punishment Allowed

To ensure a safe environment, we do not allow harsh punishment, including: Rubbing their nose in "it," Water sprays, Alpha rolls, Noise/shaker cans/throw chains.

We'll guide you to techniques that are effective and fair, with the least impact on your dog's training and your relationship.

AGGRESSION & REACTIVITY POLICY

Removal for safety

Dogs will be removed from class without refund if our trainers deem they are aggressive or severely reactive (e.g., snapping, biting, or threatening growling). Barking and pulling toward

other dogs are normal/allowed-- we'll fix it. Puppy mouthing/teething is normal/allowed.

Class suitability & misrepresentation

TTK9 reserves the right to determine whether a dog is suitable for class. Misrepresentation of a dog's behavior may result in removal without refund. If you're unsure about your dog's suitability, please book a consultation to establish the best training plan.

K9 Detection exception

Aggressive & reactive dogs may participate in K9 Detection with prior approval.

BITCHES IN SEASON

Bitches in heat **are allowed at most classes with instructor pre-approval**, if they wear a well fit diaper.

NO IMPLIED GUARANTEES

By registering your dog for a class, you acknowledge that TTK9 makes no representations, guarantees, or promises—express or implied—regarding outcomes from participation. Successful training requires your active involvement and consistent application of the agreed training plan; partial or inconsistent participation may reduce the likelihood of desired results. TTK9 will provide education, resources, practical skills, and guidance on applying these skills with your dog.

PHOTOGRAPHY & MEDIA

By registering for a class, you consent to TTK9 using, publishing, and reproducing photographs, video, sound recordings, and other audiovisual or printed materials of you, your dog(s), and any children accompanying you, worldwide, in perpetuity, and royalty-free, for any purpose. You authorize TTK9 to use these materials without restriction and release TTK9 from any claims for libel, slander, invasion of privacy, or any other damages related to their use.

GIFT VOUCHERS

- Vouchers do **not guarantee class availability**. No refunds, credits, or transfers will be issued due to unavailable classes. Recipients should be made aware.
- Vouchers are valid for **12 months from issuance**. Expiry dates cannot be extended.

- Vouchers are **non-refundable**, cannot be exchanged for cash or credit, and are valid for a **single transaction only**.
- TTK9 reserves the right to reject **tampered or unacceptable vouchers**.
- Treat vouchers like cash. TTK9 is not responsible for **lost, stolen, damaged, or destroyed vouchers**. No replacements will be provided.
- Vouchers **cannot be used to purchase other vouchers**.
- Vouchers may only be redeemed toward **eligible services** offered by TTK9. Eligibility may change at our discretion.
- By purchasing or using a voucher, you agree to **comply with these terms** and not use a voucher in a misleading, fraudulent, or harmful manner. TTK9 may void vouchers, suspend accounts, limit services, or require alternate payment if misuse is suspected.
- Additional **verification of identity, voucher ownership, or payment** may be required before a voucher can be applied.

POLICIES DUE TO GOVERNMENT MANDATE

Policies and rules may change at any time, with or without notice, to maintain compliance. By registering for a class, you agree to comply with all rules issued due to government mandates, including those you may not agree with. You acknowledge that TTK9 is not responsible for your inability to attend in-person classes due to any mandate, and transfers or refunds cannot be issued. If in-person classes are suspended, you agree to continue your class online as directed.

LEGAL RELEASE & LIABILITY WAIVER

1. Severability & Governing Law

If any provision of this agreement is found unenforceable under Wisconsin law, the remaining provisions remain fully binding. This agreement is intended to be as broad and inclusive as allowed under Wisconsin law.

2. Participant Eligibility & Representation

By registering, you affirm that:

- You are at least 18 years old.
- The information provided is accurate and truthful.
- You are the legal owner of the dog(s) and authorized to act on behalf of all attendees, including children accompanying you.

3. Acknowledgement of Risks

You understand that participation in dog training, daycare, boarding, or board-and-train programs involves inherent and unpredictable risks, including but not limited to:

- Physical injury, dog bites, paralysis, illness, or death.
- Damage to property or harm to other dogs or participants.
- Stress or fatigue from physical, mental, or emotional activities.
- Acts or omissions by TTK9 staff, volunteers, or other participants.

You accept & assume **all risks**, known or unknown, associated with participation by yourself, your dog(s), & any accompanying children or 3rd parties.

4. Waiver & Release

In consideration of participation, you release, indemnify, and hold harmless The Thinking K9, LLC, its officers, staff, volunteers, contractors, and affiliates (collectively, “TTK9”) from any and all liability, claims, demands, or causes of action arising from participation, including claims of negligence, injury, or property damage. This includes costs, attorney fees, and expenses incurred in defending or enforcing this agreement.

5. Emergency Medical Authorization

You authorize TTK9 to take reasonable steps for emergency care if needed, including first aid, medical treatment, or transportation to a medical facility.

6. Insurance & Medical Conditions

You certify that you have adequate health, accident, and liability coverage to address potential injuries or damages. You also confirm that you have no medical condition that could interfere with safety during participation. You assume full responsibility for any risks or costs related to medical conditions.

7. Understanding & Acceptance

- Participation is voluntary.
- You may leave or opt out at any time.
- By registering, you give up legal rights you might otherwise have to sue or claim damages.
- You have had the opportunity to read, understand, and ask questions regarding this agreement.