

Prairieland Service Dog Training (PSDT)

1. Introduction

By enrolling with Prairieland Service Dog Training (PSDT), you agree to the following terms and conditions. These guidelines exist to protect our clients, uphold professionalism, and ensure the safety and wellbeing of both handlers and dogs.

2. Services Provided

PSDT provides advanced obedience, public access preparation, and service dog development for owner-trainers. We do not place or board-train service dogs. Handlers are responsible for providing their own dog and maintaining consistency between sessions.

3. Assumption of Risk

Dog training involves inherent risk, including the possibility of injury, bites or scratches, emotional distress, or property damage. Participation in training is voluntary and at the handler's own risk.

4. Release of Liability

To the fullest extent permitted by law, PSDT, its owner, and affiliates are not liable for any injury, damage, or loss arising before, during, or after participation in training. This includes—but is not limited to—injuries to persons, animals, or property.

5. Owner Responsibilities

Handlers are expected to:

- Take full financial and legal responsibility for their dog's behaviour and any resulting damages.
- Keep dogs up to date on vaccinations and leashed unless directed otherwise.
- Disclose all behavioural or medical issues prior to training and as they arise.
- Provide appropriate veterinary care, rest, and exercise outside of sessions.

6. Documentation & Privacy

PSDT does not request or store personal medical information. Clients are responsible for providing any medical or mental health documentation required for housing, employment, or travel. We retain only necessary business records (session notes, invoices) and follow reasonable privacy and confidentiality practices consistent with Canadian law.

7. Health & Safety

Handlers must not attend sessions if their dog is sick, contagious, or injured. Sessions should be rescheduled until the dog has been cleared by a veterinarian.

8. Indemnification

Handlers agree to indemnify and hold harmless PSDT, its trainers, and affiliates from all claims, losses, or damages—including legal costs—arising out of participation in training or incidents involving their dog.

9. Payments, Cancellations & Refunds

• Accepted Payment Methods: PSDT accepts cash, credit, or debit. • Payment Policy: Payment is due at each session unless otherwise arranged in advance. We don't require payment upfront, but failure to pay for a scheduled session will result in removal from the client roster. We understand that life happens — honesty earns respect, and open communication goes a long way. • Cancellations: Life is unpredictable — and as a parent, I get it. PSDT may need to reschedule from time to time, and the same courtesy extends to clients. As much notice as possible is appreciated, and we'll always aim to find a new time that works. • Late Cancellations / No-Shows: Repeated no-shows or short-notice cancellations without communication may result in loss of scheduling priority or removal from the active client list. • Refunds: Completed sessions, assessments, and digital materials are non-refundable. • Outstanding Balances: Balances must be cleared before new sessions are booked or any documentation (such as letters of enrolment) is issued.

10. Assessments, Evaluations & Letters

All PSDT-issued assessments, evaluations, training plans, and letters of enrolment are valid for 12 months from the date of issue. Renewal requires re-evaluation or updated training sessions.

11. No Certification or Licensing

PSDT does not certify, license, or legally designate service dogs. We may issue letters of enrolment confirming active participation in training, but these do not constitute legal certification or recognition under any provincial or federal law.

12. Training Tools & Equipment Consent

PSDT uses humane, balanced training methods. With handler consent, training tools may include flat collars, martingales, long lines, muzzles, prong collars, and e-collars—used correctly and safely under trainer instruction. Handlers must follow PSDT's guidance and discontinue tool use if advised.

13. Behaviour Disclosure & Safety Holds

Handlers must disclose any history of aggression, reactivity, resource guarding, or bite incidents. PSDT reserves the right to suspend or terminate services if safety concerns arise or if undisclosed behaviours are revealed.

14. Media Permission

By signing this agreement, the client grants Prairieland Service Dog Training permission to use photographs, videos, and testimonials featuring the client and/or their dog for promotional, educational, or marketing purposes. Media may be used on social media, the PSDT website, or printed materials. Clients who do not wish to have their image or likeness used must inform PSDT in writing prior to or during the first session.

15. No Guarantee of Outcomes

Every dog and handler team progresses differently. PSDT does not guarantee specific results or timelines. If a dog is found unsuited for service work, PSDT may recommend a career change. This is never viewed as failure — it's a responsible choice made for the wellbeing of both the dog and handler.

16. Scheduling & Right to Refuse

PSDT reserves the right to decline, reschedule, or discontinue services in cases of unsafe environments, handler misconduct, or conflict of interest.

17. Force Majeure

Neither party will be held responsible for delays or cancellations caused by illness, emergencies, extreme weather, or circumstances beyond reasonable control.

18. Governing Law

These terms are governed by the laws of Saskatchewan and the applicable laws of Canada. Any disputes will be resolved in the courts of Saskatchewan.

19. Severability

If any provision of these Terms is found invalid or unenforceable, the remaining provisions shall remain in effect.

20. Entire Agreement & Modifications

These Terms and any signed training plans or invoices represent the full agreement between PSDT and the client. PSDT reserves the right to update Terms at any time; updates apply to future bookings and clients will be notified of any material changes.

21. Acceptance

By booking, attending, or continuing training, you confirm that you have read and agree to all Terms & Conditions set out by Prairieland Service Dog Training.

Contact

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