

Hands Full Dog Training, LLC



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handsfulldogtraining.com



Hands Full Dog Training, LLC Latchkey Training Policies

Household Usage

- Trainer is authorized to enter client's home, provide dog training services, and access a bathroom as identified by client
- Trainers will not enter rooms besides the main living area unless requested by client as part of training
- Trainer may enter and use front and back yards for training unless otherwise requested by client
- Trainer will enter and leave the house, and will secure the house upon departure, according to client's instructions

Security

- Trainer will contact clients by text after securing the pet and property upon departure from a training session.
- Trainer will communicate to client the exact steps that were taken to secure the home as desired by the client (for example: kennel dog, set alarm, lock house).
- No latchkey visits or clients will ever be identified as such on social media to avoid any security risk to clients

Keys

- Any keys or access materials to client homes will be securely stored in a locked container by Hands Full Dog Training when not in use, and will be returned to clients after the latchkey contract has ended
- No copies will ever be made of keys or entry devices to client homes

- All latchkey client information will be stored securely in an online database and keys will be coded using a secure physical key code
- Client addresses will never be stored with keys
- Keys may not be mailed, hidden in the client's yard or left in the home; they will only change hands directly

Visitors

- Clients must notify Hands Full Dog Training if any other person has permission to access their home while a latchkey session will be taking place. This includes relatives, neighbors, contractors, cleaning services, etc
- If any unexpected visitors are present in the home or arrive during our appointment, we will contact police for the safety of ourselves, your pets, and your home
- We will not answer the door or home phone while a latchkey session is being conducted

Pet Care

- Hands Full Dog Training is contracted to provide training services only; we are not equipped to offer general pet sitting or care for any others animals besides the dog(s) under contract for training
- Hands Full Dog Training does not offer pet care services such as nail trimming, grooming, administering medications, or any other services not directly training related
- Dog(s) will be cared for according to client instructions. Hands Full Dog Training cannot be held responsible for mishaps due to client instructions to leave the dog behind a fence, free roaming in the house, etc, for example, escape, destruction of household objects, injury to another animal or person, or any other negative consequence

Identification

- Hands Full Dog Training requires all latchkey client dogs to wear collar tags with up to date contact information

Transportation

- Hands Full Dog Training will transport pets for training using a kennel or an approved seatbelt. Free roaming dogs will not be allowed in the vehicle. If the dog is too large for a kennel, the owners must provide an appropriate seatbelt.

Emergency Procedures

- Hands Full Dog Training is entrusted to use best judgment in caring for pet(s) and home, in the event of an emergency situation, inclement weather or natural disaster; Hands Full Dog Training and trainers will be held harmless for consequences related to such decisions
- In case of a veterinary emergency, trainers will attempt to contact owners and will assist in delivering the pet to a veterinarian; Hands Full Dog Training assumes no responsibility for providing medical care or the costs associated with a veterinary visit
- In case of a household emergency, client and emergency contact will be notified immediately; trainer may comply on a case by case basis with non-extraordinary requests for assistance (for example, turning off a hose, closing a window, latching an open gate, waiting for an emergency service provider to arrive) or pet care (for example, transporting dog to boarding kennel or to trainer's home temporarily) in case of a true emergency requiring support from training staff
- In the extraordinary case that a client becomes incapacitated prior to the latchkey contract completion date, the trainer will rely on the listed emergency contract for instructions regarding return of the key
- In the case that a pet has escaped or escapes during a service visit, the client will be contacted immediately and detailed information provided as to the observations or circumstances

- In case of a natural disaster, trainer will first assume responsibility for ensuring his or her own safety, and will attempt to rescue client pets if he or she deems it safe in his or her best judgment
- At no time will a pet be abandoned

Pet Cleanup

- Trainers will perform any cleaning required to ensure immediate health and safety of client pets, such as removing waste from a kennel where the dog will be residing after training
- Trainers will also pick or wipe up any waste deposited indoors during a training session, however trainers are not responsible for locating or using mechanical devices to fully cleanse a soiled area
- Clients will be notified of any indoor messes, however trainer assumes no responsibility for the action or cost of cleaning client's home of pet waste that does not pose an immediate hazard to the pet
- Waste deposited outdoors during training will be wrapped in a plastic bag and disposed of in a trash can

General Waiver

- Hands Full Dog Training and trainers agree to provide training services in a reliable, caring and trustworthy manner
- Client expressly waives and relinquishes any and all claims against Hands Full Dog Training, LLC except those arising from negligence or willful misconduct on the part of Hands Full Dog Training, LLC