



Welcome Packet

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Welcome to Jordan's K9's

Thank you for choosing and entrusting Jordan's K9's with your training needs.

We are truly honored to welcome you into our pack - where both you and your dog are valued and remain our top priority. We're excited to have you join us on this rewarding and fulfilling journey, where humans and dogs learn, grow, and succeed together.

Our Purpose & Mission

At Jordan's K9's, we believe that Training Is Love.

Our mission is to foster strong, lasting relationships between humans and dogs by creating balance through confident leadership. We are committed to helping every member of the family pack experience lifelong benefits through proper communication, mutual respect, understanding, and a positive, structured environment.

Expectations of Our Leaders

(Trainers, Owners, and Handlers)

To ensure the best possible results, we ask that all leaders commit to the following principles:

- Remain committed to the process, the experience, and the journey
- Practice consistency as much as possible
- Use everyday situations as natural training opportunities
- Lead with confidence and patience - breathe and maintain calm energy
- Learn to guide and correct without negative emotions or energy
- Praise and reward your dog for every advancement, no matter how small

- Acknowledge your own progress and growth along the way
- Strive to understand and respect your dog's natural instincts and psychology
- Show respect to both yourself and your dog at all times
- Ask for clarification or assistance whenever needed - we're here to support you
- Recognize that every human and dog learns differently
- Learn and apply proper use of all training tools and equipment
- Most importantly, enjoy your training journey with your dog

At-Home Supplies

To support your dog's success, please ensure you have the following items available at home:

- ☐ Kennel, preferably a hard-side dome style kennel
- ☐ Clean, fresh water accessible at all times (bowls should be cleaned regularly)
- ☐ Proper and adequate food
- ☐ Martingale collar with physical ID attached
- ☐ Dog "place" mat (raised platform, towel, yoga mat, blanket, bed, etc.)
- ☐ Secure fencing if your dog is outdoors off-leash
- ☐ Optional: Food toppers such as dog safe whole foods or canned wet food

Training Equipment

(Please check with your trainer, as needs may vary by class)

- ☐ Martingale Collar with visible attached ID are required during all services, no exceptions.
- ☐ Additional training collar, if needed (this will be discussed with your trainer)
- ☐ A properly fitted harness (front and back attachment rings)
- ☐ Dog waste disposal bags
- ☐ Water bottle specifically for your dog (no straw types), along with a water bowl
- ☐ Treats (type and value level will vary by dog)
- ☐ 50+ foot secure training lead with clips on both ends
- ☐ 7ft+ hands free [over-the-shoulder leash](#) with 3 or more "D" rings. (*Chain or retractable leashes are not permitted*)

Overview of Policies & Guidelines

To maintain a safe, respectful, and effective training environment, please review the following:

- Minors or junior handlers must be accompanied by an adult at all training sessions
- Proof of up-to-date vaccinations are required for all dogs
 - We may also request veterinary documentation confirming the dog has no health concerns

- The SPCA and Veterinary Public Health Department recommends that dogs frequently exposed to travel, competitions, boarding, training, or group activities be vaccinated against canine influenza (including H3N2)
- Dogs in any stage of estrus/heat are not permitted to attend group training sessions
 - If a dog is knowingly brought to training while in estrus, no refund will be issued
 - Trainers must be notified as soon as possible if a dog enters estrus, even for private sessions
- Jordan's K9's LLC is not responsible for future behavioral issues or regression and is not liable for acts of aggression
 - It is the responsibility of the owner/handler to continue training, maintain structure, and enforce healthy boundaries
 - Please contact Jordan's K9's or another reputable trainer or veterinarian if concerns arise in the future
- If your dog urinates or defecates during training, the owner/handler is responsible for immediate cleanup and proper disposal
 - Refusal to clean up after your dog will result in permanent removal from training services without a refund
- All services require a deposit to reserve your time slot
- Jordan's K9's maintains a zero-tolerance policy for discrimination, derogatory remarks, or similar behavior of any kind
 - Any violation will result in immediate removal from training without a refund, no exceptions

Attendance, Cancellations, Deposits, Refunds

To ensure fairness, consistency, and smooth scheduling for all clients, please review the following policies:

- Refunds and credits are not provided for unless Jordan's K9's LLC is fully at fault through no faults by the client.
- Jordan's K9's LLC reserves the right to issue a refund or credit at its sole discretion under select circumstances.
- If a trainer or client is delayed or a cancellation is a known possibility, communication must be made as soon as possible
- A deposit or full payment is required to reserve services.
- All deposits and payments are non-refundable.
- A minimum of 72 hours' notice is required to reschedule a private training session.
- Group class cancellations require a minimum of 2 weeks' notice.
- Missed services or no-shows may result in forfeiture of the scheduled service and payment.
- Habitual cancellations or rescheduling may result in the termination of services.
- JK9's reserves the right to refuse or terminate services if:
 - •Safety becomes a concern.
 - •A conflict of interest exists.

- A hostile, abusive, or threatening environment is created.
- Harassment, intimidation, or inappropriate conduct is directed toward staff.
- Conditions prevent our team from providing services safely, effectively, or professionally

Class Timing & Adjustments

- Class start and end dates may extend beyond the originally anticipated timeline due to holidays, cancellations, or weather-related disruptions

Holiday Scheduling Considerations

The following dates are times when classes and sessions are generally not held. Please note this list is not exhaustive:

- Valentine's Day
- Martin Luther King Jr. Day
- Presidents Day
- Easter
- Mother's Day and Father's Day
- Memorial Day
- Fourth of July
- Labor Day
- Halloween
- Thanksgiving
- Veterans Day
- Christmas Eve and Day
- New Year's Eve and Day

Please note: For major holidays, services may be paused for the duration of that week.

If you observe additional holidays and prefer not to attend a scheduled service, please notify us in advance. We will do our best to accommodate your needs whenever possible.

Liability and Emergency Care

- Client authorizes Jordan's K9's LLC to seek veterinary care in the event of an emergency and agrees to assume responsibility for associated costs.
- Client authorizes Jordan's K9's LLC to seek care for clients in the event of an emergency and agrees to assume responsibility for associated costs.
- Client agrees to indemnify and hold harmless Jordan's K9's LLC from any claims, damages, or liabilities arising from the dog's behavior or participation in training.

Training Disclosure

- Training requires consistency, effort, and follow-through

- Results are not guaranteed
- Some behaviors may require ongoing management
- Undisclosed behavioral issues (fear, aggression, reactivity) may result in removal without refund
- Private sessions may be required for behavioral issues not suited for group settings
- Genetic or health-related behaviors may not be fully resolved with training alone. A veterinary consult may be required, and Client agrees JK9's may communicate with the veterinarian regarding the dog's condition.

Payment Confirmation

Reminder: Deposit/fee is required to reserve time for all services.

Jordan's K9's LLC does not accept payment methods that incur additional fees, including payments sent as "Goods & Services" or any other fee-based options. Any and all returned or declined payments will incur a \$35 fee, due immediately. All services must be paid in full prior to the start of services. If a scheduled service is changed to a different type of service, any applicable price difference will be due immediately, unless otherwise agreed to in writing. All late payments will incur fees.

Liability and Indemnification

Client agrees to indemnify and hold harmless Jordan's K9's LLC, its officers, agents, and employees from any claims, damages, liabilities, or expenses (including attorney's fees) arising from:

1. Client's failure to fulfill obligations
2. Dog's behavior
3. Client negligence
4. This provision survives termination of this Agreement.

Dispute Resolution (Arbitration)

Any disputes arising under this Agreement shall be resolved through **mandatory arbitration** in Colorado Springs, Colorado, in accordance with Colorado law.

- A neutral arbitrator will be selected
- Arbitration decisions are final and binding
- The non-prevailing party is responsible for legal fees

Legal

- This Agreement is governed by the laws of the State of Colorado
- Any disputes will be resolved through arbitration in Colorado Springs, CO

- This document represents the full agreement between both parties
- Jordan's K9's has the right to update and will notify clients through electronic means.

Additional Agreement Information

Deposit and Fee Terms: Deposit or full payment is required to reserve a time slot for services, no exceptions. Immediately upon deposit or fee submission, Client acknowledges and agrees to all deposit and fee terms, this agreement, additional approved instruments and the Welcome Packet in their entirety. Fees and deposits are nonrefundable and will be forfeited 60 days after submission if Client is not actively and currently engaging with JK9's services, unless deposits or fees have been submitted with initial reservation of time/services starting after the 60 days. Client is responsible for verifying notification to JK9's at least 72 hours in advance of any cancellation or rescheduling for individual sessions or partial group classes. Cancellation as a whole for a position in any group class (Puppy, CGC, Obedience, etc) requires a minimum of a 2 weeks notice. Habitual changes to scheduling and/or any of the above mentioned, will result in loss of deposits and fees.

JK9's reserves the right to extend the 60 days and to issue a full or partial refund at its sole discretion on a case by case basis.

Group classes have a set number of classes or set training goal(s). JK9's will address unexpected behaviors during class only if reasonable to do so. Private sessions with JK9's may be necessary for fear, anxiety, reactivity, aggression or handler difficulties. Private session fees are not included in any group classes unless the class is specified for such. If these behaviors are known or suspected by the owner/handler and not disclosed to JK9's, JK9's has the right to remove Client and dog from training with no refund issued.

Reactive Behaviors are any and all incidents, past/present/suspected of- actual or attempted biting, clawing, growling, aggression, teeth barring, circling, and any like acts. Unless otherwise disclosed in the Training Agreement, Client further attest this dog has no reactive behaviors and Client has no knowledge of any prior reactive history at any time, including before ownership.

If the dog is in training for certificates or titles and is unable to pass testing- private sessions or retaking the class may be required at an additional charge. Clients genuine and meaningful effort and practice put in with their dog, greatly reduces this likelihood.

If you are in a donated, nonprofit or rescue training program, an additional application and contract is required.

JK9's reserves the right to end any contract or services without refund if the working relationships have become hostile, unhealthy, unproductive or unsafe at their discretion.

Training only works if effort, consistency, knowledge seeking, practice and patience from the Client is applied to training. Some dogs will not respond immediately, multiple different techniques may be needed to find the best workings between the Client and dog. Our services are intended to educate the importance of correct energy, mindset, consistency, training techniques, tools and the understanding of how to create the proper environment in which the dog can learn, function and thrive. If these requirements are not met by the Client, JK9's has the right to cease services. Genetics and health conditions can be a cause for some behavioral issues. Unfortunately, behaviors from genetic, biological or health issues can be managed but may not be completely resolved independently with training. They may require a combination approach. A veterinary consult may be advised or required before training begins, continues or during training if there is suspicion of behavior being caused by one of the above mentioned issues. The Client agrees for JK9's to attend the veterinary consult and/or receive a report from and contact the examining veterinarian.

Grant of Authority by Client: Client gives Jordan's K9's LLC the following authority and Powers to act for Client either in the name of Client or Jordan's K9's LLC and Client shall be liable for the cost, expenses, and liability alleged and/or assessed in connection therewith, in the event of a medical emergency or other emergent situation.

Emergency Contact: Client shall designate one person to serve as Client's Representative and, a Designee to act as substitute in the absence of Client's Representative, in all interactions with Jordan's K9's LLC. Whenever the approval or consent or other action of Client is called for hereunder, such approval, consent, or action shall be binding of Client if specified orally or in writing and executed by said Representative or Designee. Such Representative and Designee may be changed at the discretion of Client at any time by written notice to Jordan's K9's LLC.

Indemnification: Client shall indemnify and hold harmless Jordan's K9's LLC, its officers, agents, invitees, and employees from and against all liability, claims, demands costs and expenses, including, without limitation, reasonable attorney's fees, and causes of action of any and every kind or nature incurred by Jordan's K9's LLC and arising out of: 1) any failure of Client to perform any of its obligations under the Agreement; 2) the negligence of Client or Client's Representative. The provision of this Paragraph shall survive the expiration or earlier termination of the Agreement. Client's indemnity obligation shall not apply to any liability, claim, demand, expense, fee, suit, loss or cause of action to the extent arising from (a) any acts of Jordan's K9's LLC, its officers, directors, agents or employees, outside the scope of the authority of Jordan's K9's LLC, or (b) the negligence, misconduct or breach of the Agreement by Jordan's K9's LLC, its officers, directors, agents or employees.

Due Diligence: Jordan's K9's LLC shall exercise due diligence in the investigation of credentials and references, hiring, paying and supervision, and discharge of all personnel required to perform the services set forth in this Agreement. Jordan's K9's LLC shall not at any time during the term, extension or renewal of this Agreement employ any person who has been convicted of any crime that involves animal cruelty or neglect, physical violence, theft or

dishonesty, or any person who is an illegal alien and not duly authorized to live and be employed in the United States of America.

Arbitration: Any question, dispute, or controversy arising under or in connection with this Agreement on which the parties to this Agreement (“Party” or “Parties”) cannot agree (a “Dispute”) shall be resolved by mandatory arbitration by the Judicial Arbitrator Group, Inc. (“JAG”) or successor organization in accordance with rules adopted from time to time by JAG and Colo. Rev. Stat. Sections 13-22-201, et. seq. (collectively the “Rules”), subject to the following Provisions:

In the event of a Dispute, Client must notify Jordan’s K9’s LLC in writing of such Dispute (a “Dispute Notice”). Within seven (7) business days after receipt of the Dispute Notice, Jordan’s K9’s LLC shall submit to Client its final and best position as to the Dispute (hereinafter referred to as a “Final Position”), which shall remain the position of Vendor throughout the arbitration process. Notwithstanding the foregoing, the Parties may make offers in settlement at any time, but no such offers in settlement shall be considered by the “Arbitrator”, defined below. As promptly as practicable, and in any event within thirty (30) days following the delivery of the Dispute Notice, the Parties shall meet in an attempt to resolve the Dispute. If the Dispute cannot be resolved at that meeting, Client may submit the Dispute to arbitration as hereinafter provided. A single arbitrator from JAG shall be selected according to the Rules; provided, however, that the individual selected must be recognized in the Colorado Springs metropolitan area as having competence in the subject matter of the Dispute. The term “Arbitrator” as used herein shall mean and refer to the single arbitrator selected pursuant to this Section.

The arbitration shall be conducted in Colorado Springs, Colorado. The arbitration process shall generally be conducted by the designated Arbitrator in accordance with the Rules, but the Arbitrator shall have discretion to vary from those Rules in light of the nature or circumstances of any particular Dispute. In all events, unless waived in writing by all Parties, the Arbitrator will conduct an arbitration hearing at which the Parties and their counsel shall be present and have the opportunity to present evidence and examine the evidence presented by the other Parties. The proceedings at the arbitration hearing shall be conducted under oath and before a court reporter.

The Arbitrator shall require the nonprevailing Party to pay all reasonable costs and fees, including attorney’s fees, of the prevailing Party and costs and fees of the Arbitrator. The Parties agree that with respect to all aspects of the arbitration process contained herein they will proceed under the arbitration process in good faith and conduct themselves in a manner intended to assure the integrity and fairness of that process. To that end, if a Dispute is submitted to arbitration, the Parties agree that they will not contact or communicate with the Arbitrator who was appointed as arbitrator with respect to any Dispute either ex parte or outside of the contacts and communications contemplated by this section and the Parties further agree that they will cooperate in good faith in the production of documentary and testimonial evidence in a prompt and efficient manner to permit the review and evaluation thereof by the other Parties.

The decision of the Arbitrator with respect to any Dispute shall be final and binding on all Parties and not subject to appeal, in the absence of fraud, and the prevailing Party may enforce the same by application for entry of judgment in any court of competent jurisdiction or by other procedures established by law. The Parties agree that time is of the essence with respect to the resolution of any disputes arising hereunder. Each party shall disclose the names, addresses and phone numbers and a detailed statement of the expected testimony from each witness that party intends to call at the hearing and copies of all exhibits to be used at the hearing at least 30 calendar days prior to the originally scheduled hearing date. Any witness or exhibit not so disclosed may not testify or be introduced by that party at any hearing.

Notices: Whenever, pursuant to the provisions of this Agreement, the consent, permission, approval, or concerns that may have arisen from the services provided or when in the care of Jordan's K9's LLC is required of any other party, such consent, permission, approval, or concerns that may have arisen from the services provided or when in the care of Jordan's K9's LLC shall be given in writing and delivered to the other party as provided. Notice shall be presumed received in each case as follows: (i) upon personal delivery to the recipient, (ii) upon the earlier of the date of receipt shown on the certified mail return receipt or three business days after deposit in the U.S. Mail if delivery is by certified mail, provided that a stamped receipt of deposits is obtained from the U.S. Postal Service, (iii) on the next business day after deposit with overnight courier service for delivery as reflected on the delivery service receipt, or (iv) upon delivery by electronic mail with confirmation of receipt. Concerns that may have arisen from the services provided or when in the care of Jordan's K9's LLC shall be given in writing and delivered to Jordan's K9's LLC as provided within 24 hours after said incident.

Additional Provisions:

(i) Time: Time is of the essence of this Agreement.

(ii) Successors and Assigns: This Agreement shall be for the benefit of, and shall be binding upon, the parties hereto and their heirs, administrators, executors, representatives, successors and assignments.

(iii) No Modification: This Agreement shall not be modified by client in any respect except by additional instrument signed and approved by Jordan's K9's LLC, and signed by Client.

(iv) Governing Law: The validity, construction, interpretation, and enforceability of this Agreement and the capacity of the parties shall be determined and governed by the laws of the State of Colorado.

(v) This Agreement including any specified attachments, contracts, including any and all forms of instruments from Jordan's K9's LLC, constitutes the entire agreement between Client and Jordan's K9's, LLC.

(vi) No Waiver: The failure of either party to this Agreement to insist at any time upon the strict observance or performance of any of the provisions of this Agreement, or to exercise any right or remedy as provided in this Agreement, shall not impair any such right or remedy or be construed as a waiver or relinquishment of such right or remedy with respect to subsequent defaults. Every right and remedy given by this Agreement to the parties to it may be exercised from time to time and as often as may be deemed expedient by those parties.

(vii) Attorneys' Fees: Should either party employ attorneys to enforce against the other party hereto, any provisions hereof or to protect its interests or recover damages from the other party hereto for breach of this Agreement, the non-prevailing party in any action or part thereof agrees to pay to the prevailing party all reasonable costs, loss of time, damages and expenses, including attorneys' fees expended or incurred in connection therewith.

Amendments: all parts of this contract and its accompanying instruments are subject to be amended when deemed necessary by Jordan's K9's LLC. No amendments to services or pricing will be made without notification to the client. Client is responsible for updating Jordan's K9's LLC of any and all changes of information. This contract and its accompanying instruments in their entirety are the sole ownership of Jordan's K9's LLC and may not be duplicated in part or in whole or altered without written permission from Jordan's K9's LLC.