



How's Bentley
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Alan J Turner, CPDT, CBC, SATS LL1
Certified Pet Dog Trainer
Certified Canine Behavior Counselor
Certified Syn Alia Training Systems Trainer - Lay Level 1

In-Home Training Application Terms and Release

Beginnings Workshop - Upgrades | Bentley Service Call | Bentley Refill | Bentley Extended Support

A \$50 deposit or full payment must accompany all applications for a Beginnings Workshop or a Bentley Service Call.

Please make checks payable to How's Bentley. Include check or on-line receipt from How's Bentley E-Store with this application. Please print all 4 pages of this form. Please read the terms/conditions and release and fill it out in its entirety. Sign and date the form, and enclose all 4 pages and postal mail or fax it to the address listed above.

Today's Date ___/___/___ For office use: Deposit paid ___ check # ___ [] Cash [] Credit card
Date of first session: ___ Balance due \$ ___ on ___/___/___

Owner, Client and RELEASOR _____ Dog's Name _____

Address _____ Breed/Mix _____

City _____ State _____ Zip _____ Dog's D.O.B or Age _____

Day Phone _____ Weight _____ Color / Unique Markings _____

Evening Phone _____ [] Male [] Female [] Intact [] Castrated [] Spayed

Cell Phone _____ Email _____

Veterinary Practice _____

Is your dog on a restricted diet? [] No [] Yes - If yes, please explain _____

How did you hear about How's Bentley?

[] Veterinarian [] Pet Supply Store [] Friend [] Training Club [] Internet [] Breeder [] Shelter [] Rescue Club
[] Internet search engine [] Newspaper [] Other

Name of referring individual, organization _____

Which day will best fit your schedule? Please check all that apply.
[] Monday [] Tuesday [] Wednesday [] Thursday [] Friday [] Saturday (limited availability)

What start time will best fit your schedule? Please check all that apply
[] 8 am [] 10 am [] 12 pm [] 2 pm [] 4 pm [] 6 pm [] 8 pm

Please list your specific expectations and goals. _____

In-Home Training Services Summary

[Beginnings Workshop](#) – \$150 - Two to three-hour workshop

[Quick Start Trainer Upgrade](#) – \$100 – Adds Two, 60-minute Bentley Refills (\$130 value) to a Beginnings Workshop

[Quick Start and Finish Trainer Upgrade](#) - \$150 –Adds Two, 60 minute Bentley Refills (\$130 value)
& Two Finish Coupons (\$100 value) to a Beginnings Workshop

[Bentley Service Call](#)– \$80 for 1st hour, then \$15 per 15 minutes

[Bentley Refills](#) – \$75 for 1st hour, then \$15 per 15 minutes | 2, one-hour sessions for \$65 each

[Bentley Support](#) – Free – 60 days of email and phone support

[Bentley Extended Support Upgrade](#) – Free with Beginnings Workshop | \$10 with Bentley Service Call- call or email with questions concerning topics or behaviors discussed during your initial sessions – up to 1 year after the initial 60-day Period has expired.

Services Descriptions - Please select the Services and/or Upgrades you desire.
People with dogs that are extremely shy, fearful, reactive or aggressive should sign up for an In-home Behavior Consultation.

Beginnings Workshop - \$150 Total Fee | **Deposit \$50 - Required**

Includes one, **educational** workshop between two and three hours in length | Training book

Bentley Extended Support – Included Free with your Beginnings Workshop

- ▶ The Bentley Extended Support, included in the Beginnings Workshop, is a 12-month extension for the 60-day phone and email Bentley Support.
- ▶ With Bentley Extended Support you can call or email with questions concerning topics or behaviors discussed during your initial sessions – up to 1 year after the initial 60-day Period has expired!

Each Beginnings workshop contains information relevant to the age of the dog. All workshops include *How Dogs Learn and How Best to Teach Them- an Introduction to Dog-Friendly Training Methods*, written by Alan J Turner, CPDT, CBC. The majority of time during a Beginnings workshop is spent teaching people. A small portion of the Workshop is spent introducing one or two simple behaviors like “sit” and “come”.

Puppy Beginnings Workshop is provided to people that are considering adopting a pup or already have a pup less than 16 weeks old. Approximately one hour or so of the Puppy Beginnings Workshop is devoted to teaching people why dogs do what they do, and how to use dog-friendly methods to teach their pups. Another hour or so is spent discussing behaviors people have questions about such as housetraining and how to manage play-biting, barking and jumping up. A small portion of the workshop is spent with the pup, introducing one or two simple behaviors like “sit” and “here”. Free book, *Puppy Primer* by Brenda Scidmore & Patricia McConnell, PhD (or equivalent), is included with each Puppy Beginnings Workshop.

Adolescent Beginnings is provided to people with dogs 4 to 12 months old. Approximately one hour or so of the Adolescent Beginnings Workshop is devoted to teaching people why dogs do what they do, and how to use dog-friendly methods to teach their dogs. Another hour or so is spent discussing behaviors people have questions about such as housetraining and how to manage play-biting, barking and jumping up. A small portion of the workshop is spent with the dog, introducing one or two simple behaviors like “sit” and “here”. Free book, *Beginning Family Dog Training* by Patricia McConnell, PhD (or equivalent), is included.

Bentley Beginnings is provided to people with dogs 1 to 21 years old. Approximately one hour or so of the Bentley Beginnings Workshop is devoted to teaching people why dogs do what they do, and how to use dog-friendly methods to teach their dogs. Another hour or so is spent discussing behaviors people have questions about such as barking, digging, counter-surfing, or jumping up. A small portion of the workshop is spent with the dog, introducing one or two simple behaviors like “sit” and “here”. Free book, *The Only Dog Training Book You’ll Ever Need* by Gerilyn J. Bielakiewicz (or equivalent), is included.

People that seek clarification or additional suggestions for topics that were discussed during their Workshop should use the free [Bentley Extended Support](#). People that want additional coaching should select the [Quick Start Trainer Upgrade](#) or the [Quick Start & Finish Trainer Upgrade](#) or both - within 30 days of their Beginnings Workshop.

Beginnings Workshop Upgrades

Personalize your experience by selecting one or both of these upgrades to match your training goals with our services! Beginning Workshop Upgrades are available to anyone who purchases a Beginnings Workshop and may be purchased before or within 30 days of the Beginnings Workshop.

1. Quick Start Trainer Upgrade – \$100

- ▶ Quick Start Trainer adds two, 60-minute Bentley Refills (\$130 value) to your Beginnings Workshop.
- ▶ During Bentley Refills, people learn how to teach and practice specific commands or behaviors that are most important to them!
- ▶ The first Bentley Refill must be scheduled within 30 days of the Beginnings Workshop.
- ▶ The second Bentley Refill must be scheduled within 60 days of the Beginnings Workshop.
- ▶ Quick Start Trainer upgrade is a great choice for people who want us to show them how to teach their dogs basic behaviors like down, stay, leave-it, go-to-place, heel, et cetera.
- ▶ Most People that complete a Quick Start Trainer are well-prepared to continue their journeys as happy people with happy dogs!

2. Quick Start & Finish Trainer Upgrade - \$150

- ▶ Quick Start and Finish Trainer adds two, 60-minute Bentley Refills (\$130 value) to your Beginnings Workshop.
- ▶ Quick Start and Finish Trainer includes 2 Finish Coupons (\$100 value) for additional savings on post-period services.
- ▶ During Bentley Refills, people learn how to teach and practice specific commands or behaviors that are most important to them!
- ▶ The first Bentley Refills must be scheduled within 30 days of the Beginnings Workshop.
- ▶ The second Bentley Refill must be scheduled within 60 days of the Beginnings Workshop.
- ▶ One Finish Coupon is for \$60 off a Bentley Service Call and the other Finish Coupon is for \$40 off a Bentley Service Call.
- ▶ Both Finish Coupons are valid 61 days after your Beginnings Workshop and expire one year later.
- ▶ Finish Coupons can only be redeemed during different sessions after the initial 60-day Period. Finish Coupons expire in 1 year. Finish Coupons are only redeemable for the same dog that received the initial services and are non-transferable.
- ▶ Quick Start and Finish Trainer upgrade is a great tool for prompting you to maintain or exceed your long term training goals, to tune up learned behaviors, to learn advanced behaviors or to work through training issues that arise as your dog ages.

Bentley Service Call - \$80 first hour, \$15 per 15 minutes after one hour | Deposit \$50 - Required Includes one, one-hour session | Bentley Support

Bentley Service Calls are for –

- ▶ all dogs of all ages;
- ▶ people who have not purchased How's Bentley services within the previous 30 days;
- ▶ people who are familiar with How's Bentley preferred methods;
- ▶ people who want to teach their dogs only one or two behaviors;
- ▶ *teaching and practicing any behaviors the dogs and trainers are ready to learn or practice, including obedience commands, service tasks, or tricks.

*People who are not familiar with How's Bentley's preferred training methods should expect the 30-45 minutes of the one-hour session to be spent discussing minimal amounts of information relating to a reward system that must be in place before dog-friendly methods can be effective. People who are not familiar with How's Bentley's preferred methods would realize a better value if they choose a Beginnings Workshop.

Available Upgrade - Bentley Extended Support - \$10

The Bentley Extended Support is a 12-month extension of the 60-day phone and email Bentley Support.

Bentley Refill - \$75 first hour | \$65 each for two or more Refills | \$15 per 15 minutes after one hour | Includes one, in-home, one-hour session | Bentley Support

- ▶ Bentley Refills are for all dogs of all ages.
- ▶ Bentley Refills are only for people who have purchased any of How's Bentley services within the previous 30 days.
- ▶ Bentley Refills are for teaching and practicing any behaviors the dogs and clients are ready to learn or practice, including obedience commands, service tasks or tricks.
- ▶ Bentley Refills must be purchased and scheduled within 30 days of previous How's Bentley services.

Bentley Support – Free with any paid service Includes 60 days of phone and email support

We realize the amount of information provided during our services can be overwhelming. Many times questions or situations arise after your sessions have ended. That is why we include notes and a free book with each Beginnings Workshop.

All of our services include a contract period (Period) of 60 days. During the Period, you may contact us via email or phone for suggestions or tips concerning the information presented during your sessions. If you are having problems or need additional clarification or just want to update us on your progress, please do not hesitate to contact us. Oftentimes we can help you resolve the issue over the phone! The free 60 –day service is a valuable addition to your experiences!

Bentley Support Upgrade

Bentley Extended Support - \$10 - Free with Beginnings Workshop – Available for purchase within 30 days of a Bentley Service Call

- ▶ The Bentley Extended Support is a 12-month extension for the 60-day phone and email Bentley Support.
- ▶ With Bentley Extended Support you can call or email with questions concerning topics or behaviors discussed during your initial sessions – up to 1 year after the initial 60-day Period has expired!

Agreement

This agreement is between How’s Bentley (RELEASEE) and the above “Client” (RELEASOR). This agreement shall be in effect for a period of 60 days, referred to as “course period”. No portion of the fees is refundable after the first session begins. The terms and conditions of this agreement may not be changed orally. Any deviation from this agreement does not alter the remaining portions. This agreement is non-transferable. Finish Coupons are valid 61 days after your Beginnings Workshop and expire one year later. Finish Coupons can only be redeemed during different sessions after the initial 60-day Period. Finish Coupons expire in 1 year. Finish Coupons are only redeemable for the same dog that received the initial services and are non-transferable.

Upgrades are only available for purchase within 30 days of the original service. All Bentley Refills must be purchased and scheduled within 30 days of the most recent service. Prepaid Bentley Refills that have not been completed within 30 days of the most recent previous service will be forfeited by the Client. Eight hours notice must be given by Client in order to reschedule a session or that session’s content will be consolidated into the next scheduled session.

How’s Bentley agrees to instruct the “Client”, in How’s Bentley preferred method of training. How’s Bentley agrees to provide the services as described in this agreement. Client agrees that How’s Bentley is in no way responsible for the behavior of the dog during, or following, the course period. How’s Bentley does not guarantee specific results, but does guarantee to provide the services as described in this contract.

Client agrees to control normal household distractions such as television, telephone interruptions, children or foot traffic, or to provide a quiet distraction-free area for the sessions as per How’s Bentley representative’s instructions.

If at any time during the course period How’s Bentley representative feels the dog is ill, abused, exhibiting aggressive, fearful, compulsive, anxious, phobic, or any behaviors that interfere with teaching methods or endanger the health and safety of any participants or bystanders, including the dog, OR How’s Bentley representative feels Client has motives, goals, or demands that are not in concert with the Code of Standards and Ethical Conduct of the Association of Companion Animal Behavior Counselors (ACABC), How’s Bentley may abort the session, alter the stated program / session goals, and/or alter the length of the course period at the expense of Client. How’s Bentley will provide a copy of the ACABC Code of Standards and Ethical Conduct upon request or the document can be viewed at <http://animalbehaviorcounselors.org/acabcethics.shtml>

Release

I understand that every dog reacts in a different manner to training and that dogs are by nature unpredictable. Therefore dog training requires full attention and total awareness at all times. Dog may, without warning cause injury to humans and/or other animals and I, the undersigned as RELEASOR, in consideration of How’s Bentley as RELEASEE, release and indemnify RELEASEE’s owners, heirs, executors, administrators, successors, employees, agents, directors, officers, and anyone acting in the scope of business as a representative of How’s Bentley as to attacks, bites, scrapes, mauling, or all of them, by dogs or other animals to any persons or animals including my own before, during and after the course period. I hereby agree to exercise caution for the safety of myself, my dog, my family, and those persons around me or my dog while the dog is under my ownership. I sign below in recognition of my understanding that any injuries received by me and my dog, my family members, and any other persons and animals before, during and after the course period is my own responsibility. I further affirm that I will always inform How’s Bentley in writing of any unusual difficulties or conditions my dog may be experiencing prior to or during training sessions. This release may not be changed orally.

Signed (Dog Owner, Client, RELEASOR)

Date