GCA COMPLETES THIS PAGE BEFORE SENDING

Puppy Academy | Program Summary

Four weekday weeks. Home every weekend. Seven private family lessons.

How to complete: GCA completes this page. The customer completes pages 6-7, supplies the required records, reads pages 2-5, and signs page 8. Page 9 is a separate, optional media release. Use "none" or "not applicable" where appropriate. Do not sign with unresolved program terms.

First Academy day

Graduation / final Friday

Agreed tuition ($)

Reservation fee: 25% ($)

Remaining balance ($)

Balance and vaccination-record deadline

Monday pickup window

Friday return / lesson window

Follow-up lesson expiration

GCA-confirmed pickup/return service address

Special terms / holiday adjustments / travel exceptions (write "None" if none)

Included in this enrollment

One in-home preparation visit; 20 scheduled Academy weekdays; three Friday transfer lessons; one graduation lesson; two follow-up lessons; routine transportation for an eligible address; and equipment GCA reasonably selects. Loaned items remain GCA property. Curriculum is individualized.

Payment: The reservation fee is due at signing and GCA acceptance. The balance is due seven calendar days before the first Academy day. The agreed tuition above controls; later advertising does not change it. Cancellation terms are on page 4.

Eligibility: At least 12 weeks and no more than nine months old on the first Academy day, unless GCA approves a written exception.
Transport: Included within approximately two hours of ordinary one-way driving time for a GCA-confirmed address; written exceptions go above.

Gladwater Canine Academy | Erik Grendahl and Selena Grendahl
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Enrollment and health

1. Parties, scope, and eligibility

This Agreement is between Gladwater Canine Academy, a Tennessee general partnership operated by Erik Grendahl and Selena Grendahl at 244 Cantrell Rd., Bulls Gap, TN 37711 ("GCA"), and the adult owner(s) or authorized custodian(s) signing below ("Owner"). It covers the dog identified in the Customer Intake ("Dog"), the Program Summary, the Customer Intake and Authorizations, and any attached written special terms accepted by both parties.

Owner must be at least 18, have authority to enroll the Dog, and disclose all ownership interests. All adult legal owners must sign unless GCA agrees otherwise in writing. Multiple Owners are each responsible for the full payment and performance obligations. Either Erik or Selena may act and sign for GCA.

The Dog must be at least 12 weeks old and no more than nine months old on the first Academy day unless GCA approves a written exception. The Dog may exceed nine months during the program. Admission depends on health, temperament, development, needs, and fit for the small-cohort environment, not breed alone, and is provisional through the first three Academy days.

2. Program and family participation

The four-week program includes 20 scheduled Monday-through-Friday Academy days, with weekends at home, unless a written holiday adjustment states otherwise. Seven private family lessons are included: one preparation visit, three Friday transfer lessons, one graduation lesson, and two follow-ups. Follow-ups expire 90 calendar days after graduation and have no cash value. Routine pickup/return and equipment GCA reasonably selects are included; loaned equipment remains GCA property.

At least one adult primary caregiver must attend all seven lessons, practice transferred skills, use agreed cues, and follow management and safety instructions. Children need responsible adult supervision. Each owner lesson may be rescheduled once for a genuine need with at least 24 hours' notice when practicable, subject to availability. A missed Academy weekday does not create an individual makeup day. Equivalent holiday rescheduling does not reduce tuition.

GCA may reasonably change training priorities, order, duration, exercises, cues, equipment, or locations for welfare, safety, development, learning, or family transfer. This is individualized puppy and adolescent foundation training, not service-dog qualification or aggression rehabilitation, and not a promise of complete housetraining or off-leash reliability.

3. Health records and intestinal parasites

Vaccination records are due seven calendar days before the first Academy day. Provide age-appropriate core vaccination records, a valid rabies certificate when legally required for the Dog's age and location, and current Bordetella vaccination with the veterinarian/manufacturer-recommended initial series completed. Owner must keep required vaccination and preventive care current and arrange any doses or care due during enrollment. A new routine wellness examination is not automatically required; GCA may require veterinary clearance for a specific health, exposure, or safety concern. Legally required travel documentation still applies.

Complete one intestinal-parasite route before admission: (A) provide a negative fecal parasite examination dated within the 90 calendar days before the first Academy day; or (B) certify completion, during the 14 calendar days before that day, of a veterinarian-recommended intestinal deworming course appropriate for the Dog, with product and actual completion date; or (C) certify that the Dog is current on a veterinarian-recommended preventive with labeled intestinal-worm coverage, with product, dosing schedule, and most recent actual dose date. An on-schedule preventive does not require an extra dose just for enrollment.

Give GCA the available records or product/schedule information by the records deadline. If a scheduled course or dose will finish later, identify the planned date by that deadline and confirm actual completion before the first handoff. Use products only as labeled or directed by a veterinarian. These are GCA admission options, not equivalent proof that a dog is parasite-free or a substitute for veterinary testing and prevention. GCA may require fecal testing, treatment, or veterinary clearance despite either treatment route when symptoms, exposure, prior infection, or other reasonable concerns warrant it.

Care, training, and transportation

4. Continuing health disclosure and intact dogs

Owner must disclose current or recent vomiting, diarrhea, coughing, nasal discharge, lethargy, contagious-disease exposure, parasites, significant injury, medical conditions, allergies, medication changes, and any other fact affecting safe care. Disclose recent exposure within 30 days and update GCA immediately when facts change. Do not bring a symptomatic dog without prior disclosure and GCA's written approval; veterinary clearance may be required.

Spay/neuter is not required. Disclose heat history, current heat, known or suspected mating or pregnancy, and relevant reproductive behavior. GCA does not accept a dog known or suspected to be pregnant or intended for breeding during enrollment. Heat may require separation, changed activities, postponement, pickup, or suspension; a female in heat will not directly interact with an intact male. When heat prevents material services, the parties will use a reasonable modified-service plan, approved transfer, credit, or prorated refund for undelivered services. An unexpected first heat is not a breach unless relevant known facts were withheld.

5. Food, medication, parasites, rest, and property

Owner supplies enough labeled food and prescribed medication for each Academy week and gives written feeding and medication instructions. Raw meat diets need written approval. Owner authorizes suitable training treats, food enrichment, toys, and water subject to disclosed restrictions. GCA may buy reasonable replacement supplies or refills at Owner's actual cost. Routine oral/topical medication may be given as instructed; injections, controlled substances, and complex treatment require a separate writing.

Disclose the flea/tick-control method and schedule, including any veterinarian-directed alternative. The Dog must be free of live fleas and signs of active infestation at every handoff. GCA may inspect, isolate, refuse attendance, require pickup, and require effective treatment or veterinary clearance. GCA will not administer a flea-control product without Owner authorization or veterinary direction under emergency-care authority. Owner pays reasonable response costs attributable to the Dog, including necessary cleaning, treatment, laundry, consultation, and transport, but not costs reasonably determined to originate at GCA. Missed days do not automatically create refunds or makeups.

The Dog may rest or sleep in an individual crate or secure area without continuous direct observation and may spend age-appropriate periods in a secure outdoor area without continuous direct visual observation. The Dog will not be loose in the Academy office without direct supervision. Bedding, toys, and long-duration chews may be provided during rest, including without continuous observation. Risks include choking, dental injury, shredding, ingestion, obstruction, vomiting, and digestive upset. GCA will use reasonable judgment to select, inspect, restrict, or remove items and may use a bare crate. Personal items may be worn, chewed, soiled, lost, or damaged; do not send irreplaceable items.

6. Training, outings, dogs, and transportation

GCA uses reward-based methods, not e-collars, prong/pinch collars, choke-chain or slip-collar corrections, or tools used to teach through fear or pain. Reasonable verbal or physical intervention may be used for an urgent safety situation. GCA may refuse an Owner-requested method or equipment it reasonably considers unsafe or inconsistent with the program.

Using reasonable safety judgment, GCA may allow off-leash movement and suitable dog interactions in secure areas; arrange controlled exposure to apparently healthy selected dogs, people, farm activity, surfaces, and novel environments; and visit stores, parks, sidewalks, parking areas, veterinary offices, homes, or other suitable public/private locations. Veterinary staff, emergency providers, or vetted assistants may handle the Dog when reasonably necessary; primary training or routine transport will not be delegated without advance notice when practicable. Disease and environmental risks cannot be eliminated.

Routine transportation is included for a GCA-confirmed service address within approximately two hours of ordinary one-way driving time, unless written special terms provide otherwise. The Dog may travel with another household's dog, ordinarily in an individual secured crate or suitable restraint. Safety, weather, traffic, roads, or vehicle concerns may change windows. An authorized adult must be present unless Owner expressly authorizes an exact unattended location and method in the Intake. Owner must ensure safe, lawful access; GCA may refuse an unsafe handoff.

Emergencies, payments, and changes

7. Veterinary and emergency authority

Owner authorizes examination, diagnostics, treatment, medication, sedation, surgery, hospitalization, and supportive care reasonably recommended by a licensed veterinarian during GCA custody or transport. GCA may use the listed clinic or another practical provider, making reasonable contact efforts before non-routine care when circumstances permit.

If no authorized person can be reached, GCA may authorize up to $1,000 in reasonably necessary care, unless a different limit is written in the Intake and accepted by GCA. Additional immediately necessary stabilization may exceed that amount to prevent death or serious deterioration until contact is made. Owner is responsible for veterinary, medication, transportation, and third-party costs and will repay documented amounts advanced by GCA within five calendar days after demand.

Emergency euthanasia without advance Owner permission is authorized only if a licensed veterinarian determines it is immediately necessary to prevent otherwise unavoidable extreme suffering and GCA cannot reach Owner or an authorized emergency contact after reasonable efforts. Veterinary providers may share relevant records with GCA. The emergency contact named in the Intake may make medical decisions and retrieve the Dog, except for written limits accepted by GCA.

8. Payment and cancellation

The Program Summary controls this enrollment's agreed tuition. Future advertised prices do not change it. The reservation fee is 25% of tuition, due when Owner signs and GCA accepts the Dog. It is earned when GCA reserves the position as a reasonable estimate of screening, planning, scheduling, administration, and lost opportunity, not a penalty. The remaining balance is due seven calendar days before the first Academy day. GCA may pause services for nonpayment.

Owner cancellation, except where illness terms apply:
More than 21 days before the start: payments above the reservation fee are refunded.
Eight through 21 days before the start: Owner owes 50% of total tuition.
Seven or fewer days before the start, or after services begin: Owner remains responsible for total tuition, subject to the credits and refunds below.

If GCA fills the same position with another paying client, it credits the recovered amount less reasonable incremental costs so that it is not paid twice for the opening. No clause creates a right to double recovery.

9. Illness, interruptions, removal, and failed handoff

Verified pre-program illness may qualify for one transfer, subject to age, health, developmental fit, and availability. Minor illness during enrollment may require isolation, absence, pickup, and clearance without automatic refund or makeup. Serious illness preventing continued participation receives a fair prorated credit or refund for material services not delivered, less nonrecoverable costs.

GCA may require pickup or discontinue enrollment for dangerous aggression; severe separation/confinement distress; unsafe guarding, escape, or ingestion; contagious illness; material nondisclosure; nonpayment; material safety breaches; or needs GCA cannot reasonably meet. A newly discovered fit problem during the first three Academy days, absent Owner omission or breach, receives fair prorated credit/refund for undelivered material services. Removal for material nondisclosure, nonpayment, or breach carries no automatic refund, subject to the no-double-recovery credit.

Trainer illness, severe weather, utility/facility failure, infectious-disease concerns, government orders, or other events beyond reasonable control may lead to rescheduling, extension, equivalent services, or reasonable credit. Permanent cancellation receives a reasonable prorated refund for undelivered material services.

Owner must promptly retrieve the Dog when reasonably requested. After a failed scheduled handoff, GCA contacts Owner and the emergency contact. Following a 30-minute grace period, care is $50 per started hour, capped at $185 for the first 24-hour period; overnight care makes that period $185. Each later 24-hour period or portion costs $185. Owner pays reasonable additional transportation, veterinary, boarding, or third-party costs caused by the failure. If continued care is impracticable, GCA may place the Dog with an authorized contact, veterinarian, licensed boarding provider, or animal-control agency. Ownership does not transfer.

Risks, records, and legal terms

10. Risks, limited release, no guarantee, and indemnity

Dog care, training, feeding, housing, exercise, socialization, and transportation involve risks including stress, fear, illness, parasites, bites, scratches, falls, escape, traffic incidents, property damage, fights, choking, ingestion, intestinal obstruction, medication reaction, heat-related behavior, accidental mating, pregnancy, injury, and death. Owner assumes ordinary inherent risks of authorized activities to the extent they are not caused by GCA's failure to exercise legally required reasonable care.

TO THE FULLEST EXTENT TENNESSEE LAW PERMITS, OWNER RELEASES GCA, ERIK GRENDAHL, SELENA GRENDAHL, AND THEIR AUTHORIZED AGENTS FROM CLAIMS BASED ON ORDINARY NEGLIGENCE ONLY TO THE EXTENT THE CLAIM ARISES FROM THE SPECIFIC INHERENT RISKS AND AUTHORIZED ACTIVITIES CLEARLY DESCRIBED IN THIS AGREEMENT. THIS LIMITED RELEASE DOES NOT APPLY TO GROSS NEGLIGENCE, RECKLESSNESS, INTENTIONAL MISCONDUCT, OR ANY DUTY OR REMEDY THAT CANNOT LAWFULLY BE WAIVED.

GCA promises reasonable professional effort, humane methods, communication, and the described services, not a particular behavior, reliability level, housetraining result, emotional/health state, compatibility, or permanent result. Outcomes depend on genetics, health, development, experience, environment, consistency, and continued practice.

For purely economic or contract claims not involving bodily injury or injury to or death of the Dog, GCA's aggregate liability will not exceed the amount Owner paid. Neither party is liable for remote or speculative consequential damages where law allows. Owner remains responsible for ownership, pre-existing conditions, veterinary decisions, behavior after return, and legal compliance in Owner's custody. Owner indemnifies the protected parties against third-party claims, costs, or loss to the extent resulting from Owner's material false statement/omission or breach, or the Dog's conduct outside GCA's custody and control. This does not apply to loss caused by GCA's negligence, gross negligence, recklessness, or intentional misconduct.

11. Records, privacy, and public media

GCA may create and retain training notes, private photos/video, health records, incident reports, transport logs, and communications reasonably needed for services, progress, safety, and legal obligations. Relevant information may be shared as reasonably necessary with veterinarians, emergency providers, legal advisers, payment providers, and authorized recipients. Private recording for assessment, trainer education, or individualized owner instruction does not authorize public advertising. Public use requires the separate Optional Media Release. Owner's honest reviews and opinions are not restricted.

12. General terms and electronic signatures

Before a non-emergency claim, a party will give written notice and allow at least 15 calendar days for good-faith resolution without allowing a legal deadline to expire. Tennessee law governs; subject to nonwaivable rules, venue lies in a state court serving Hawkins County or a federal court with jurisdiction in the Eastern District of Tennessee. Each party bears its own legal fees unless a statute, court order, or written settlement provides otherwise. GCA may recover reasonable lawful costs of collecting an undisputed past-due amount.

Routine notices may use the supplied phone, email, or address; Owner must keep them current. This Agreement and incorporated documents are the complete agreement. Changes require a writing accepted by Owner and GCA. An unenforceable provision will be narrowed or severed only as needed; the remainder continues. Delay enforcing a term is not waiver. Owner may not transfer enrollment or substitute a dog without written consent. GCA may assign to a successor owned or controlled by Erik and/or Selena that assumes remaining duties, with notice.

The parties consent to electronic records and signatures. Counterparts and electronic copies are originals. The Agreement becomes effective when GCA accepts the Dog and the last required party signs. The separate media release is optional and is not a condition of enrollment, price, or services.

CUSTOMER COMPLETES | ATTACH VACCINATION RECORDS

Owner, dog, and health information

Owner 1 legal name

Owner 2 legal name (if applicable)

Primary phone

Email

Home address (only if different from Program Summary)

Dog name

Date of birth

Microchip (optional)

Breed / mix

Sex / reproductive status

Select...

Other ownership interests / custody limits (optional)

Primary veterinarian / clinic

Clinic phone

Intestinal-parasite route (see page 2)

Select...

Test / completion / last-dose date

Treatment / preventive product and schedule (if using that route)

Medical conditions, injuries, current/recent symptoms or exposure; heat/mating/pregnancy history if relevant

Allergies / restrictions (or "None")

Flea/tick control method and schedule

Medication / supplements: name, dose, schedule, and instructions (or "None")

Food: brand/formula, amount, feeding schedule, and instructions

Attach vaccination records by the deadline and the fecal result if using that route. For treatment/prevention, report actual dates; identify a planned dose separately and confirm completion before handoff.

CUSTOMER COMPLETES | DISCLOSE EVEN IF THE BEHAVIOR HAS IMPROVED

Behavior, emergency, and handoff

Check every behavior ever observed, including mild or age-typical examples. A check is not an automatic rejection. Describe circumstances below so GCA can assess fit and plan safe care.

- [ ] Biting a person or animal, with or without puncture or broken skin.
- [ ] Snapping, growling, freezing, hard staring, lunging, or other threatening behavior.
- [ ] Guarding food, chews, toys, space, a crate, or a person.
- [ ] Separation distress: panic, prolonged vocalizing, destruction, or self-injury when alone.
- [ ] Crate/confinement distress: panic, escape attempts, self-injury, or inability to settle.
- [ ] Climbing, digging, squeezing out, door-dashing, fence-testing, or other escape behavior.
- [ ] Swallowing nonfood objects, gulping, fabric shredding, or destructive ingestion.
- [ ] Sensitivity or resistance to handling, restraint, grooming, or veterinary care.
- [ ] Significant fear, shutdown, avoidance, startle, or reactivity to dogs, people, or surroundings.
- [ ] Motion sickness, travel anxiety, or vehicle distress.
- [ ] Any other behavior, safety, or developmental concern.
- [ ] None of the above observed (choose only if no other behavior box is checked).

For each checked item: what happened, when, triggers, severity, injuries, and current management

Usual crate, sleep, potty, and alone-time routine; other essential care instructions

Emergency contact: full name

Emergency contact: phone

This contact may make medical decisions and retrieve the Dog unless you write limits below and GCA accepts them. Tell the contact about this role and confirm they can be reached.

Limits on contact authority (optional)

Different vet limit ($; optional)

The default non-contact veterinary limit is $1,000. Immediately necessary stabilization may exceed the limit as explained in section 7.

One additional handoff person: name and phone (optional)

- [ ] I authorize unattended pickup/return only at the exact secured location and by the method written below.

Access notes / different return address / exact unattended location and method (as applicable)

Without a checked unattended-authorization box AND an exact safe location/method, an authorized adult must be present. Attach an additional page for answers that do not fit; identify the Dog and Owner on it.

FINAL ENROLLMENT STEP | COMPLETE PAGES 6-7 BEFORE SIGNING

Acknowledgment and signatures

Before signing, review these terms in particular. These highlights do not replace the complete agreement on pages 1-7 or any incorporated attachments.

Payment and cancellation. The reservation fee is 25%. Cancellation 8-21 days before the start may leave 50% of tuition due; within seven days or after services begin, all tuition may remain due, subject to the stated credits/refunds.

Care and risk. Authorized care includes crates/secure areas, rest and some outdoor time without continuous observation, chews and bedding, secure off-leash activity, dog interactions, public outings, and vehicle transport. Risks include illness, bites, escape, ingestion, injury, accidental mating, and death. Page 5 contains a limited ordinary-negligence release, not a release for gross negligence or intentional misconduct.

Veterinary decisions. GCA may seek veterinary care and, if nobody authorized is reachable, approve the default $1,000 or accepted alternative limit plus necessary stabilization. The narrow emergency-euthanasia authority appears in section 7.

Disclosure and participation. Owners must disclose health and behavior history, update changes, supply food/medication, attend the seven family lessons, and practice the plan. Results are not guaranteed. GCA may require pickup or discontinue unsafe or unsuitable enrollment.

Additional-care charges. A failed handoff has a 30-minute grace period, then $50 per started hour capped at $185 for the first 24 hours, with overnight and subsequent-period terms on page 4.

By signing, each party accepts the Program Summary, Agreement, Customer Intake and Authorizations, and attached written special terms. Owner confirms the information provided is complete and accurate to the best of Owner's knowledge, will promptly report changes, and certifies that the reported parasite test/treatment/preventive information is truthful. A planned dose is not represented as already given. Each signer has read the agreement, had an opportunity to ask questions, understands the payment, cancellation, risk, release, emergency-care, and handoff terms, and voluntarily agrees. A complete signed copy will be provided. The separate media release is optional.

OWNER 1 - legal name is supplied on page 6

Date

OWNER 2 - only if applicable; legal name is supplied on page 6

Date

GCA representative: Erik Grendahl or Selena Grendahl

GLADWATER CANINE ACADEMY - authorized partner

Date

Sign in a compatible PDF-signing application, through GCA's enrollment service, or on a printed copy.

SEPARATE PERMISSION | NOT REQUIRED FOR ENROLLMENT OR TUITION

Optional media release

Leave this page unsigned to decline public media use. Choose only the permissions you want. Unchecked permissions are not granted. This release does not change your training services or price.

- ☐ **Dog-only media.** GCA may publicly use photos/video of my Dog and the Dog's first name, without identifying me or other family members.
- ☐ **My own image or voice.** GCA may publicly use my identifiable image/voice and my first name in Academy-related content. This does not authorize anyone else's image or voice.
- ☐ **My testimonial.** GCA may use my voluntary testimonial/feedback with my first name after I confirm the excerpt accurately reflects my views.

For the checked permissions only, the signing adult grants GCA a nonexclusive, royalty-free license to reproduce, edit for length or format without materially changing meaning, display, and distribute approved material through its website, social media, advertising, educational content, and business materials. Service providers may assist distribution. GCA will not sell the signer's identity or likeness as a standalone product.

No additional compensation is due. The signer may revoke future new uses by written notice. Revocation does not require recall of material already distributed, posted, committed to an existing campaign, or incorporated into completed content. Testimonials must remain honest; material connections may be disclosed where appropriate.

This release covers only the signing adult and the Dog. Identifiable children, another adult, surnames, social-media tagging, or permissions outside these choices require separate written consent. A signature without any checked permission grants no public-media rights. Private program records remain governed by the Agreement.

Optional restrictions or expiration date

Signing adult: printed legal name

OPTIONAL MEDIA RELEASE - signing adult only

Date

A second adult wishing to grant permission may complete a separate copy of this page. Do not sign for another adult.