

TORONTO HUMANE SOCIETY CERTIFIED DOG TRAINING INSTRUCTOR COURSE STUDENT ENROLLMENT AGREEMENT

Name: Toronto Humane Society Certified Dog Training Instructor Program

Program Duration: 23 weeks

Program Delivery: In Person, Virtual and Hybrid

Business Name: Toronto Humane Society, 11 River Street, Toronto ON, M5A 4C2, Canada.

Email for Notices: (withdrawals, cancellations): bmckee@torontohumanesociety.com

1. TOTAL PROGRAM COST

The total tuition for the program is:

\$3,000.00 CAD (inclusive of all mandatory fees) for tuition paid in full upon acceptance to program. Tuition paid in installments is subject to a 5% administration fee.

No additional or hidden charges will be added without written consent, as required under the Ontario Consumer Protection Act, 2002 (CPA).

2. PAYMENT SCHEDULE

Payment is made in full upon acceptance or in three instalments per the payment schedule below.

Payment in Full:

- **Due date:** upon acceptance to program
- **Amount:** \$3,000.00
- **Refundable?:** Partial, upon written withdrawal 5 days before program start

Instalment Plan – Payment 1 (Deposit):

- **Due Date:** upon acceptance to program
- **Amount:** \$1,000.00
- **Refundable?:** Non-Refundable, this payment is a deposit and seat reservation

Instalment Plan – Payment 2

- **Due Date:** 30 days after Payment 1
- **Amount:** \$1,000.00
- **Refundable?:** Non-Refundable After Program Start

Instalment Plan – Payment 3

- **Due Date:** 30 days after Payment 2
- **Amount:** \$1,000.00 plus an \$150 administration charge for a total of \$1,150.00
- **Refundable?:** Conditional (see Withdrawal Policy below)

All instalments form part of the total program cost — this is not a subscription.

3. WITHDRAWAL / REFUND POLICY

Because this is a limited-enrollment program, the purchase of a seat removes availability for others. The following applies:

Payments made by instalment:

- Withdrawal after payment of Instalment 1 and before program start or access granted to program material: Instalment #1 non-refundable, no further payments owed.
- Withdrawal during Week 1 and Week 2: No refund of Instalment 1, Instalments 2 and 3 cancelled, no further payments due.
- Withdrawal during Week 3 to Week 6: No refund of Instalment 1 and Instalment 2, Instalment 3 cancelled; no further payments due.
- Withdrawal Week 7 or after: No refunds of prior payments, Instalment 3 remains due.

Payments made in full:

- Withdrawal after payment 1, before program start or access granted to program material: \$1,000.00 non-refundable; \$2,000.00 will be refunded.
- Withdrawal up to the end of Week 6 of course: \$2,000.00 non-refundable; \$1,000.00 will be refunded.
- Withdrawal after completion of Week 6 of course: Non-refundable

Non-attendance does not constitute withdrawal.

Withdrawal requests must be submitted in writing to:

Beverley McKee, Senior Manager Public Services
Toronto Humane Society
11 River Street, Toronto, ON M5A 4C2
Email: bmckee@torontohumanesociety.com

4. CANCELLATION AND WITHDRAWAL PROCESS

Subject to the refund terms above, you may cancel attendance in the program at any time. If you choose to cancel, you must notify the business in writing. The notice is effective the date it is sent.

5. FUTURE PERFORMANCE CONTRACT

This program qualifies as a future performance contract because:

- payment is made prior to completion of service,
- service delivery spans more than 30 days.

6. INTELLECTUAL PROPERTY & USE OF MATERIALS

All course materials (slides, recordings, handouts, etc.) are the intellectual property of Toronto Humane Society.

You agree not to copy, record, share, or distribute materials without written consent.

7. STUDENT BEHAVIOUR AND PARTICIPATION EXPECTATIONS

The Student agrees to:

- Attend scheduled sessions (live or recorded)
- Treat instructors and other students respectfully
- Follow safety and animal welfare guidelines
- Students further agree to adhere to instructions given by Certified Animal Trainer mentors and course instructors, always engaging in professional conduct

The Instructor or Mentor may remove Students who engage in harassment, unsafe behaviour, or misuse of materials. Removal due to conduct does not trigger a refund.

8. PRACTICUM / EXPERIENTIAL LEARNING ACKNOWLEDGMENT

The Student acknowledges and agrees that any practicum, fieldwork, or experiential learning component of the program, including supervised participation in group or private training sessions or mentorship activities, is provided solely for educational purposes as part of a fee-based training program. Participation in this component does not create an employment or volunteer relationship with the Organization and does not involve wages, stipends, or other compensation. The Student further acknowledges that they are paying for instruction, supervision, feedback, and evaluation, and that practicum activities are conducted under supervision and do not replace or displace paid staff.

9. STUDENT RESPONSIBILITIES & ATTENDANCE

Students are expected to attend all scheduled lectures, complete and submit all required homework and video assignments by the specified deadlines, and participate in all designated practicum dates. Please note that there are no make-up sessions for missed lectures or practicum dates. Students acknowledge that failure to attend scheduled lectures or practicum dates may negatively impact their ability to successfully complete the program. Outside of posted office hours, the purpose of which is to clarify any material covered in lectures or practicum classes; instructors are not available to provide one-on-one make-up lectures or individualized replacement instruction for missed classes.

10. EXAMINATION RESULTS & FEEDBACK

Examination results are final. Results are reported as percentage scores by domain only. To protect the integrity and validity of the certification process, detailed feedback on specific exam items or content is not provided beyond these domain-level results. Scores are calculated using a standardized scoring process to ensure consistency and fairness across all candidates. Examination materials are not returned to students.

11. MEDIA & MARKETING PERMISSION

Toronto Humane Society may photograph or video the Client's dog and use these photos/recordings for marketing and promotional purposes without any liability or obligation to the Client.

12. CERTIFIED DOG TRAINING INSTRUCTOR STANDARDS OF PRACTICE AGREEMENT

Graduates of the Toronto Humane Society Certified Dog Training Instructor program are awarded the designation "Certified Dog Training Instructor". As such, students agree to sign and adhere to Certified Dog Training Instructor Standards of Practice.

11. LIMITATION OF LIABILITY

To the extent permitted under Ontario law, the business will not be liable for indirect or consequential damages, lost income, or business interruption.

12. ENTIRE AGREEMENT

This Agreement replaces all prior verbal or written understandings about the program.

13. ACKNOWLEDGEMENT

By proceeding with registration and payment through the online platform, the Student confirms and acknowledges that:

- They have read, understood, and agree to the Withdrawal and Refund Policy;
- They agree to the stated payment obligations associated with the course; and
- They understand that any instalment payment option selected forms part of the total tuition commitment and does not alter the overall amount owed.

By selecting “I agree” and completing payment, the Student provides their electronic acknowledgement and acceptance of these Terms and Conditions, which is legally binding and equivalent to a handwritten signature.