

Canine Communication Canberra

Terms and Conditions for Group Training

- Courses must be paid in full at least 7 days before the class is due to start.
- Correspondence may end up in your junk mail, you are responsible for checking all inboxes. Our email address is caninecommunicationcanberra@gmail.com
- Refunds will only be given for cancellations if we are able to fill your spot with another participant.
- There will be a \$25 administration fee for all refunds/cancellations.
- No refunds will be given once classes commence.
- Children are welcome to attend but must be supervised by an adult; they must be able to attend the session without disrupting the class and be able to follow instructions. An adult must always be holding the dog's leash, unless the child is over the age of 14 years old.
- If children are distracting other class participants we may ask that they do not return. Our priority is to have a safe and supportive learning environment for both people and dogs.
- If participants put themselves, others or any animal at risk they will be removed from the class at the discretion of Canine Communication Canberra, and are not entitled to a refund or credit for any missed sessions.
- For safety reasons participants must wear appropriate clothing and footwear, including closed toe shoes.
- You agree to be completely honest with Canine Communication Canberra about any medical or behavioural issues your dog has or may have prior to confirming your training booking. If you have not disclosed information that leads to an injury of another person or dog you are liable to cover any and all medical costs associated with injuries sustained.
- The Trainer may take photos and videos of the dog for use in any media and advertising of Canine Communication Canberra and their affiliates. This material may be used on any platform including the website, YouTube, Facebook, Instagram and other social media.
- While Canine Communication Canberra takes all reasonable precautions to ensure the safety of all participants, you acknowledge that you and any persons accompanying you enter classes at your own risk and consent to taking part in the training sessions. You acknowledge that you understand this disclaimer and release Canine Communication Canberra and its employees from any liability whatsoever.

Canine Communication Canberra

1 on 1 Training Terms and Conditions

This agreement is made and entered into between Victoria (Tori) Karabin owner of Canine Communication Canberra, hereinafter 'Trainer', and the client, hereinafter 'Client'.

Services

- Canine Communication Canberra will make every reasonable effort to help the Client achieve training and behaviour goals.
- The Client acknowledges that the Trainer can not guarantee results as not all dogs will respond to training in the same way and working with behavioural issues can take extended periods of time.
- The Client understands that some behavioural issues are medical and caused by genetics, which cannot always be 'fixed' with training alone.
- The Trainer will recommend seeing a behavioural vet if they believe that the issues needs further help from a medical professional.
- The Client understands that it is their responsibility to implement what is covered in the training sessions and agree that without proper reinforcement the dog will most likely not learn the desired behaviour.

History

- The Client agrees to disclose all known food allergies or sensitivities to the Trainer and authorises the Trainer to administer treats to my dog(s) during the session.
- The Client agrees to disclose all known behavioural issues or concerns, including but not limited to aggression, reactivity, anxiety, etc. Failure to disclose any behavioural concerns will void the agreement and service may be terminated.
- The Client agrees that the dog is physically fit and in good health, free of parasites and infectious diseases and up to date with all vaccinations and has disclosed any physical injuries and/or illness.

Service Fees & Cancellation Policy

- Wherever possible Client will provide as much notice as possible for any cancellations.
- Wherever possible clients should provide as much notice as possible for cancellations, if less than 24 hours notice is provided (or no shows) a \$50 late cancellation fee will be incurred. For Monday sessions notice must be given by close of business Friday. Late fees must be paid before a new session is scheduled.

- Payment must be made at the end of the training session via card, cash or bank transfer.

Photo/Media Release

- The Trainer may take photos and videos of the dog for use in any media and advertising of Canine Communication Canberra and their affiliates. This material may be used on any platform including the website, YouTube, Facebook, Instagram and other social media.

Liability

- The client acknowledges that during the session the dog may be exposed to a variety of environmental conditions, which include but are not limited to, vehicular travel, interactions with people and other animals, exposure to a range of weather conditions, and exposure to different environments.
- The Client understands that the trainer cannot control other people and other dogs but will take all reasonable steps to ensure the safety of everyone present during a training session.
- The Trainer is not liable for any damage or injury caused by the dog during or after the session.
- The Client agrees to pay for all resulting losses or damages and to hold harmless and indemnify the trainer from any resulting claims, lawsuits, costs and expenses, including attorney fees.
- If the dog is injured or harmed during the session the Client assumes the risk and agrees the Trainer should not be held responsible any resulting injuries, losses, damages, costs or expenses.

This agreement may be terminated at the discretion of the Trainer if false or misleading information has been provided, if the client breaches any part of this agreement or if the dog is deemed unsuitable for the services.