

**Terms & Conditions**  
**123 Paw**  
**Dog Training & Behaviour**

**For the purpose of this contract:**

**123 Paw means:** 123 Paw Dog Training & Behaviour staff, contractors, sub-contractors, agents or any person engaged by 123 Paw.

**Owner/s** extends to owner/s, caregiver/s or person/s entrusted with your dog to attend and conduct training.

**Session** means all one-on-one consultations and group sessions

1. By participating in classes, I/we the owner/s or authorised delegate of the enrolled dog has read, understand and agree to the following terms and conditions.
2. 123 Paw Dog Training & Behaviour reserves the right to refuse any dog for training.
3. Owner/s understand the successfulness of training with 123 Paw Dog Training & Behaviour is wholly dependent upon the amount of time and effort the owner/s or caregiver/s are putting in outside of the training sessions held by 123 Paw.

**Dogs**

4. Dogs must attend class on a flat collar, harness or head collar (check, prong or choker chains/collars are not permitted) and aversive methods cannot be used.
5. All dogs must remain on lead (and kept away from contact with other dogs) in group sessions unless specifically instructed otherwise by the trainer
6. If your dog is showing signs of injury or illness including but not limited to Kennel Cough, runny nose and /or eyes, sneezing, gastro upsets, diarrhea, rash or anything unusual for your dog, you will advise 123 Paw prior to attending any session.

**Video Recording**

7. We may require video of your dog for training purposes, your permission will be sought before doing so and all digital images and video remain the property of 123Paw Dog Training & Behaviour.

**Payment**

8. A booking & administration fee is required (\$50.00) to confirm your initial booking at least 3 days prior to initial session, paid via Bank transfer.
9. Excluding any deposit paid, all sessions are to be paid on the day of session (cash or EFTPOS)
10. Multi-session packages are payable in full at time of first session (less any deposit paid).
11. Where 123 Paw Dog Training & Behaviour incorporates the services of a 3rd party for example but not limited to, a Behavioural Veterinarian or Specialist Canine Behaviourist

you will be required to pay a deposit according to their requirements prior to the consultation.

### **Cancellations by Client**

12. Cancellations must be done prior to the beginning of the **first** class, event, workshop, seminar or any other event held by 123 Paw Dog Training & Behaviour.
  - Notification made within 3 days will attract a \$50.00 administration fee (your deposit).
  - We will refund any monies paid by you should you elect to cancel a session provided that you give us a minimum of 4 days or more prior to the commencement of the session.
  
13. Cancelling attendance in a session where you are already enrolled in a class, seminar, workshop or other event (including ongoing one-on-one sessions) held or hosted by 123 Paw Dog Training & Behaviour requires **24 hrs notice prior to class**, via phone call, text or email to advise that you will be unable to attend.
  - If not paid already, you may be invoiced for 50% of the total fee and / or package and **make-up sessions will only be offered on a case by case** basis.
  - If you have already paid in full and commenced a training package, a refund will be provided based on the number of remaining sessions, with the completed consultations charged at the individual consultation rates, being an initial consult fee and ongoing consult fees applicable to the number of completed consults.
  
14. Where 123 Paw Dog Training & Behaviour incorporates the services of a 3rd party for example but not limited to, a Behavioural Veterinarian or Specialist Canine Behaviourist for a consultation and you do not advise **of cancellation within 3 days** or don't arrive at the consultation, **you will be required to pay their fee in full plus a facility hire fee if applicable.**

### **Cancellations by 123Paw Dog Training & Behaviour**

15. Cancellation of sessions can happen from time to time due to inclement weather, high temperatures, facilitators being ill, personal emergencies, unforeseen circumstances, or facilities being unavailable for any reason.
  - If your consult is rescheduled due to inclement weather or instructor illness/emergency we will be in contact with you to rearrange a suitable replacement booking. It is important that you take this into account when enrolling since refunds will not be offered in this case.
  
16. 123 Paw Dog Training & Behaviour will make every effort to advise you via text or email and at least 30 mins prior to the start of class.
  
17. Please be certain to provide us with the correct or primary mobile to contact you and check your mobile and email prior to departing for training session.
  
18. Any private consultations where 123 Paw Dog Training & Behaviour attend but for reasons we deem to be of concern for the safety to ourselves or the safety and well-being of your dog that needs to be stopped, postponed or cancelled, you will be charged a \$50.00 fee (if already paid in full, a refund will be provided less the \$50.00).



19. In the event of any group sessions where 123 Paw Dog Training & Behaviour deem your dog to be too anxious or stressed to attend the class you may be charged a \$50.00 fee (if already paid in full, a refund will be provided less the \$50.00 if fee applied).

***If you are not sure if your dog is suitable for training classes please contact us at [info@123paw.com.au](mailto:info@123paw.com.au)***

### **Indemnity & Liability**

20. The owner/s will release 123 Paw Dog Training & Behaviour from all liability for injury, death, loss or damage of any kind whatsoever that may occur to any animal, person or property whilst under the supervision of 123 Paw Dog Training & Behaviour.
21. The owner/s agree to be solely responsible for any and all things or acts done by the dog while the dog is in the care of 123 Paw Dog Training & Behaviour including any cost, loss or expense arising out of financial liability.
22. The owner/s understand that when training in any public area ie: any area that the public and their dog/s have access to, there is the risk of exposure to pathogens and other disease or infection. I/We the owner/s of the dog will not hold 123 Paw Dog Training & Behaviour liable for any and all costs involved.
23. I/We the owner/s warrant the accuracy of all information given about the animal.

**123 Paw Dog Training & Behaviour would like to thank you for adhering to these terms and conditions**

## **Puppy School**

24. Up to date vaccination certificates must be produced at the commencement of training. Failing to do so will mean you cannot start training at that time. Please note if you are booked in a Primo Puppy School class and you fail to produce documentation you will not be refunded a class or provided a class in lieu of.
25. For the safety of all puppies, Primo Puppy School attendees whose puppies are fully vaccinated are not to go to play dates at dog parks, doggy day cares, dog beach or other areas where the public and their dog/s may engage in or with other dogs of unknown vaccination or health status for 48 hrs prior to a Primo Puppy School Class. Puppies who are not fully vaccinated agree to never take their puppy to these places. I/We the owner/s understand that this is a duty of care that is applied to all participants of Primo Puppy School including your own.
26. Primo Puppy Classes - From time to time, we may ask you to switch classes. This will always be done in the best interest of your puppy and optimise Social Interaction.
27. Enclosed footwear must be worn at all training classes as a safety precaution. NO THONGS, FILP FLOPS or SLIP-ON TYPE FOOTWEAR.