

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

**For the purpose of this contract:**

**123 Paw means:** 123 Paw 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, class, workshops, seminars, 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 is 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, electronic collars, 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, we will seek your permission before doing so and all digital images and video remain the property of 123Paw Dog Training & Behaviour.

**Payment**

8. A booking & administration fee of \$50.00 is required to confirm your initial booking (including individual provide consults and multi-session training packages) **within 48 hours** of your booking, 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 third 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 – your responsibilities**

### Notification of cancellation

12. 123 Paw understands that there are ,at times, circumstances outside your control where you may need to cancel or reschedule a session.
13. If you are unable to attend a consult, event, class, seminar, or workshop notify 123 Paw via phone call, text, or email to advise that you will be unable to attend as early as possible.
14. Subject to the discretion of 123 Paw, a cancellation fee will apply where notification is made less than 3 days prior to the consultation date.

### Cancellation Fees & Refunds – Private consultations

15. An administration fee of \$50.00 will apply where notification is made within 3 days of initial consultation (your deposit).
16. This also applies **if you have failed to notify 123Paw before we send a consultation reminder 1-2 days prior to consult and you advise you need to cancel.**
17. 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' notice** prior to the commencement of the session.

### Cancellation Fees & Refunds - Multi-session Training Packages

#### Before commencement of first session

18. An administration fee of \$50.00 will apply where notification to cancel occurs **within 3 days** of **initial** consultation (your deposit).
19. This also applies **if you have failed to notify 123Paw before we send a consultation reminder 1-2 days prior to consult and you advise you need to cancel.**
20. 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' notice** prior to the commencement of the session and are not seeking to reschedule.

#### Cancellation or rescheduling after commencing sessions.

21. Multi-session packages are paid in full at the first (initial consult) and session dates are confirmed (based on four lessons), providing a discounted price when compared to individual sessions (initial and follow-up consult fees).
22. Notification to reschedule a session should be advised a minimum of **4 days prior to session date** (subject to unforeseen circumstances).
23. Where notification is provided **within 3 days of the session date** the session may be forfeited and make-up session(s) will **only** be offered **on a case-by-case** basis at the discretion of 123 Paw.
24. This also applies **if you have failed to notify 123Paw before we send a consultation reminder 1-2 days prior to consult and you advise you need to cancel.**
25. Where you seek to cancel remaining sessions, the charges apply:
  - You will be charged at the individual consultation rates, including travel if applicable, being an initial consult fee and ongoing consult fees for the sessions already completed.
  - An administration fee of \$50.00 where notification to cancel a session occurs within **3 days of session date.**
  - Any remaining amount will be refunded.

### Cancellation fees – 3<sup>rd</sup> Party

26. 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

27. 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.
28. 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.
29. 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 a session.
30. 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.
31. 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).
32. 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

33. 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.
34. 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.
35. 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.
36. 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**