



Terms and conditions

These Terms and Conditions are for the safety, responsibility and welfare of our clients, both dogs and humans. We reserve the right to change these terms and conditions at any time. You will be notified of any changes and these will take immediate effect.

Bookings:

Payment is required in full before attendance to a six-week course or individual lesson. To ensure you are guaranteed a place on a course, please enrol online through our website. By completing a booking form you have acknowledged that you are aware of our terms and conditions. Confirmation of your booking will be by email. We cannot guarantee a place on a course unless payment has been made via our online booking, a bank transfer or in cash.

We limit the number of dogs in our classes to provide the appropriate trainer to dog ratio. Booking in advance guarantees a place on our courses.

It's important that your dog is friendly and comfortable around humans and other dogs in order for them to safely attend a group class. You must not knowingly book a dog that shows aggression or nervousness into a course. We reserve the right to discuss with clients a more appropriate style of training in these circumstances perhaps an individual lesson.

We are unable to refund course fees once the course has commenced and partial refunds for missed classes are not given. Please notify us beforehand if you will miss a class. Unfortunately we are unable to provide make up sessions however we will endeavour to ensure you are able to catch up at your next attendance.

Inclusions:

Certain Courses and Training Packages have stated inclusions such as book/s, toys, training aids or the like. No monetary discount will be given on any Course or Training Package should the participant wish not to receive the stated inclusions, nor are any inclusions able to be exchanged for other products.

Considerations:

Please be a responsible dog owner and always clean up after your dog. There is equipment and a bin provided.

For livelier, excitable dogs it can be beneficial to lightly exercise your dog before class with a game or a short walk.

What to wear:

Our training involves practical handling so appropriate footwear and clothing is recommended. Please wear comfortable covered flat shoes. At times you may be required during training to get down on the ground or bend so please wear suitable non-flowing clothing.

Welfare and safety

All dogs must be kept under the owner's control and on a lead, except when specifically instructed otherwise by our instructors. You are responsible for the conduct of your dog at all times. Dogs in class must not lunge or bark at other dogs present.

Bitches in season are not permitted to attend class or private training at our venue.

We provide a safe and secure environment for dogs and owners and take all reasonable precautions when providing behavioural services to minimise the risk of injury from being bitten. However, dog training is not completely without risk therefore participation in training and behaviour services is at the owner's discretion. Animal Talent or any of its individual assistants, or helpers, will not accept responsibility for any loss, injury or damage to any persons, or dogs attending a course, or to their property howsoever caused during the provision of dog training activities.

All training will be conducted by instructors who have been trained by Animal Talent and have the necessary experience and skills.

Use of information or advice

Animal Talent will not take responsibility for misinterpretation of advice. We hope you find the information and guidance given of value and informative, the contents are for general information only. We believe the contents to be true and accurate as at the date of the session but can give no assurances or warranty regarding the accuracy, currency or applicability of any of the contents in relation to specific situations and particular circumstances. As such, the contents should not be relied upon and professional advice should be taken in specific cases. In addition, none of the

content of the session will form any part of any contract between us or constitutes an offer by us. Specific disclaimers may apply in addition to certain content or parts of the session.

Children in class:

We encourage family members to attend classes. Children over the age of 10 years are welcome and encouraged to participate. Children under 16 years of age must be accompanied by an adult. Children are encouraged to behave appropriately in the presence of unfamiliar dogs and are requested not to run in class, or distract other dogs from working. For safety reasons it is advisable all children are educated in how to approach an unfamiliar dog. We do provide instruction in how to interact with an unfamiliar dog.

Young children may not find dog training as exciting as you do. It can be challenging to supervise young children while training a dog. So please bear this in mind. Young children can become bored and may need another adult to supervise them. Please ensure that they are kept away from the agility equipment.

Cancellations:

Cancellations for a course that has been paid for requires at least 5 days notice. Any refund will incur a \$20.00 administration fee. We are unable to refund course fees once the course has commenced. No refunds are given for non-attendance to a course.

We are unable to refund course fees once the course has commenced and partial refunds for missed classes are not given. Please notify us beforehand if you will miss a class. Unfortunately we are unable to provide make up sessions however we will endeavour to ensure you are able to catch up at your next attendance.

Cancellations for individual lessons require a minimum of 3 days notice. Requests for a refund and any cancellations, including individual training are made at the discretion of Animal Talent and any decision is made on a case-by-case basis.

Due to the outdoor nature of our venue classes occasionally may be postponed due to extreme weather. In this event, you will be notified by text message and the course will continue the following week. This will not affect the duration of the course however it may affect the end date for the course. Insufficient numbers booked into a course may result in the course being postponed or cancelled. In this case you will be notified of future course dates or offered private tuition.

Dog's health

All dogs attending classes MUST be fully vaccinated. A copy of your current vaccination certificate must be brought to the first night of training.

Welfare and safety of all dogs is paramount to us. Dogs in an unfit state of health due to illness, disease or injury should not be brought to class. Do not bring your dog to class if they have been in contact with an infectious disease, such as kennel cough or conjunctivitis. If you are unsure as to whether your dog is well enough to attend, please discuss with your Vet.

Parking

Please park inside our fenced training area, it's safer for dogs and reduces the margin for error when you are getting yourself and your dog in and out of a vehicle. All care and attention is given to our parking areas, however, no responsibility will be taken by Animal Talent, our instructors or volunteers if your vehicle is damaged.