



TERMS AND CONDITIONS FOR CLASSES & 1-2-1 TRAINING

Payment for services constitutes acceptance of these Terms and Conditions.

PAYMENTS, REFUNDS AND CANCELLATIONS:

To confirm your scheduled booking of a training session, payment must be made in full at least 24 hours in advance of the agreed time and date.

If for any reason we need to cancel or reschedule your 1-2-1 session, we will aim to provide you with a minimum of 24 hours' notice.

If you need to cancel or reschedule, we kindly request that you inform us no later than 24 hours before your scheduled appointment. Failure to do so will result in full payment for the session.

If classes need to be cancelled due to extreme weather (hot/cold/wet) your session will be moved to Zoom. We will aim to give you advanced prior notice, but please ensure your contact details are up to date.

Please note, we do not offer refunds, but exceptions may be made at our discretion. Thank you for your cooperation and understanding.

TRAINING PACKAGES:

All training packages must be completed within a three-month period. Any unused sessions after this time will expire. However, we understand that exceptional circumstances may arise, and we may be able to offer a refund or reschedule these sessions upon request. If you have any concerns or questions regarding your training package, please do not hesitate to reach out to us. We are always here to help and ensure your satisfaction.

1-2-1 & GROUP CLASSES:

We kindly ask you to report any accidents or injuries that may occur during your training sessions to your trainer right away. You and your dog's safety is of utmost importance, and as an owner, it is your duty to ensure that your dog behaves in a manner that does not pose a threat to other animals or people.

CHILDREN:

We welcome children to attend our training sessions as long as they are accompanied by a responsible adult. It is important to note that we cannot take responsibility for the safety of children during the sessions. We kindly ask that supervising adults ensure that the children are safe at all times. Young people under the age of 16 must be accompanied by an adult.

**WELFARE:**

It is important to ensure that your dog is suitably protected from the potential risk of disease, as well as being appropriately treated for internal and external parasites. While we cannot guarantee that there is absolutely no risk of disease at any venue or when in contact with other dogs or materials, it is the owners/handler's responsibility to take appropriate measures to protect their dog. Please note that we do not accept responsibility for any potential or actual exposure of dogs to disease.

Please advise us in advance of your session if your dog has been in contact with another dog infected by a contagious disease or if they appear to be unwell (eg. vomiting, diarrhoea, coughing, etc).

If your dog has any known allergies or intolerances to certain foods or has any other special dietary needs, it is your responsibility to bring this to the attention of the trainer prior to the start of your session.

PRIVACY:

Please be aware that photographs may be taken during training sessions. These photos may be used by Abby's Animal Services for use on social media. If you do not want photographs of you and/or your dog to be used or shared, please inform us. Additionally, any feedback you provide, whether verbal or written (such as through email or feedback forms), may be used for marketing purposes. Please note that only your first name will be used for identification purposes.

DISCLAIMER: Please be advised that while we make every effort to ensure the safety of our clients and their dogs during training sessions, participating in activities with dogs, children, and adults inherently carries a risk of injury.

By booking with us, you agree to assume full responsibility for any risks, injuries, or damages that may occur as a result of attending our training sessions

You also agree to make any person who accompanies you to the session(s), or takes your place, aware that they are also there at their own risk.

You understand and accept that your dog (and its behaviour) remains entirely your responsibility at all times, whether or not in the presence of the trainer/ behaviourist.

Thank you for taking the time to read our Terms & Conditions, we look forward to working with you.