

Terms & Conditions

SAFETY

- By signing this document, I indemnify Happy Tails Dog Training Centre against any claims resulting from damages, injuries, death, or losses, which may arise from my, my family's, guest's, or dog's participation in any event, whether organised by this school at the school's official grounds or any other location.
- Whilst every endeavour shall be made to ensure the safety of all people and dogs at all training sessions, it must be clearly understood that all handlers and their guests partake in any activities at their own risk. Owners of dogs are responsible for their own dogs at all times.

HEALTH AND VACCINATIONS

- All dogs must be up-to-date with vaccinations, including rabies, distemper, parvovirus, and kennel cough. Proof of vaccination may be required upon request.
- Owners must ensure their dogs are free from any contagious illnesses before attending classes.

BEHAVIOURAL ISSUES

- Dogs with aggressive tendencies must be disclosed before attending classes. The school reserves the right to refuse entry to any dog displaying aggressive behaviour.
- Muzzles or other safety equipment may be required for dogs that pose a risk to others.

GUARANTEES & REFUNDS

- If a lesson cannot take place as scheduled at the training school due to circumstances such as:
 - Bad/rainy weather conditions
 - Hazardous ground conditions
 - Acts of God
 - State of Emergency & Disaster rules & regulations (lockdown)

Lessons will be offered via virtual media, such as Zoom, Google Meet, or Skype. These changes will be communicated by WhatsApp text or SMS. Should there be technical issues preventing the class from being held virtually at the dedicated time, alternative time slots will be negotiated.

Missed classes

- Classes booked and paid for, and not attended, will not be refunded unless prior arrangements have been made at least 24 hours before class.
- Students who provide adequate notice of absence will receive applicable homework electronically

Puppy Classes

- Puppy class participants may make up a maximum of **two missed classes** during the course. Any additional missed classes will incur additional charges.
- If your puppy exceeds the age limit of **five months** before completing the course, they will be required to transition to private adult classes, which will incur additional charges.

Course Completion

- All courses must be completed within the prescribed time frame as indicated during enrolment. Failure to do so will result in the forfeiture of unused lessons, and no refunds will be issued for the remaining sessions. Extensions may be granted under exceptional circumstances at the discretion of Happy Tails Dog Training Centre, but these must be requested in writing before the course end date.
- Although Happy Tails uses various training and behaviour modification methods, we cannot guarantee to fulfill every student's expectations.

FINANCIAL POLICY

- Please note that the entire course fee is payable in advance or at the first lesson. Fees per class are not acceptable.

CLASS SCHEDULES

- Classes, including private classes, will take place as per the pre-negotiated schedule.
- Classes will start and end at the stipulated times.
- Students who excuse themselves prior to class will receive the applicable homework for that lesson via electronic communication.

LIABILITY FOR DAMAGES

- Owners are liable for any damages caused by their dogs to property or persons during the training sessions.

ATTENDANCE AND PUNCTUALITY

- Consistent attendance is crucial for the success of the training program. Frequent absences may affect the progress and outcome of the training.
- Late arrivals may not be admitted to the class to avoid disruption.

MEDIA RELEASE

- By participating in the training sessions, owners agree to allow Happy Tails Dog Training Center to use any photos or videos taken during classes for promotional purposes.

PRIVACY POLICY

- Personal information provided will be kept confidential and used solely for communication and record-keeping purposes related to the training services.

AMENDMENTS

- Happy Tails Dog Training Center reserves the right to amend these terms and conditions at any time. Any changes will be communicated to the students in advance.