



Policy Information

These policies are in place to protect my small business, to avoid short notice cancellations and loss of earnings. Thank you for your understanding.

Confirmation of a booking is deemed as acceptance of this policy.

Cancellation Policy

Due to limited availability on my calendar, travel schedule, and many other factors, Mucky Pups Dog Training requires at least 48 hours' notice for all cancellations or requests to reschedule. This gives me opportunity to fill your slot should you not be able to keep the appointment. You may cancel your appointment via phone or email. Cancelling or rescheduling within 48 hours will result in a forfeit of the session/appointment at a cost to yourself.

In the unlikely event that Mucky Pups Dog Training cancels your appointment, a new appointment will be made at the soonest available opportunity.

Refunds

When you sign up for any video call or in-person program, you are holding a spot on my calendar to provide the best service possible to you. I hope you'll take advantage of our time together, but if you do not, all requests for refunds for unused sessions must be received by myself prior to 48 hours before the session was due to start. Refunds are not available for used sessions, or for any online program / resources.

Compliance Policy

The information and any treatment suggested consists of Mucky Pups Dog Training's personal views and are based on the information given to Mucky Pups Dog Training by the client and/or Mucky Pups Dog Training's own conclusions resulting from personally gained

evidence of the animal and any related behavioural problems. Mucky Pups Dog Training cannot guarantee training will work, as each dog is an individual case.

All Mucky Pups Dog Training clients are expected to comply with the following policy.

1. Attend our scheduled appointments in a timely manner and fully prepared to participate.
2. All recommendations must be followed as intended. This includes any recommendations for practising training in your own time.
3. Clients are to follow the instructions that are given by the trainer. Any deviation of the training techniques discussed can and will change the expected results of the training. If you resort to methods which are not condoned by the trainer, your lessons may be forfeited based on the trainer's judgment.
4. The use of any training tools that have not been explicitly recommended by your trainer will lead to the immediate termination of the program.

Sharing Documents

I request that you do not share or send on any of my documents, worksheets, e-books, or handouts to anyone else without my permission. These documents have been designed for my clients only. All my documents, worksheets, e-books, handouts, and any other materials are copyrighted and must not be copied or reproduced.

Business Hours

My working hours are 9am – 5pm Tuesday – Friday. Texts, emails, voicemails, or any other form of communication outside of these hours may not be replied to until the following working day.

Weather Events

If your session was due to be outdoors, and the weather is inappropriate for training, your session will be rearranged for the earliest opportunity at no cost to yourself. These weather events include; weather too hot for dogs to train/walk in, storms, extremely heavy rain, dangerous driving or walking conditions (including rain, storms, or snow/ice). This does not include light rain.

Safety

Handlers/owners remain responsible for their dog(s) at all times and are advised to ensure they have adequate pet or household insurance cover for liability in the unlikely event of damage or injury caused by their dog to property or to a third party.

Payment Plans

If a payment plan is put in place, the full cost must be paid as agreed.

Confidentiality Policy

During our time together, I will gather lots of information about yourself, your family, and your dog. I want to assure you that your information is kept secure and not shared with anyone at any time. In the event that I wish to discuss your case with other behaviourists (such as with experts in a particular training area to assist you further), this will only be done with your permission, and you have the rights to see any notes about the conversation.

I may take photos and videos of your dog throughout our training sessions for me to share on social media. If you would prefer me not to, please tell me at the beginning of our first session.