

General Terms & Conditions

By proceeding with a booking, you confirm that you have read and agree with Trail Sniffers' terms and conditions.

1. Use of Services

To proceed with any training, an initial questionnaire must be completed. Trail Sniffers accepts no liability for any dogs that are not insured. All dogs must be fully vaccinated and wormed at regular intervals. Dogs must be kept on a lead until instructed otherwise. All dogs must be micro-chipped with up-to-date registration details, and proof may be requested.

2. Confidentiality

All customer records and information are kept in strict confidence and are not shared with any third party. Any information shared with volunteer assistants or paid employees is strictly on a 'need to know' basis. Email addresses will be used for the marketing purposes of Trail Sniffers. You may request to be removed from this list at any time by responding via email or contacting Trail Sniffers directly.

3. Booking / Payment / Cancellation**• 3.1 In-home Consultations & Training Sessions**

Bookings are only confirmed after a member of Trail Sniffers contacts you to confirm via phone call, SMS, or email. A deposit may be required, and if so, the booking will remain unconfirmed until the deposit is paid. If you cancel within 24 hours of the arranged consultation, 50% of the consultation fee or 100% of any deposits will be charged or held, unless otherwise specified by Trail Sniffers. Full payment is due on the day of the consultation. Refunds are not available once the consultation has begun. Trail Sniffers may forward defaulted, late, or unresolved payments to an external debt collection agency, with any fees incurred being the responsibility of the individual(s) with outstanding payments. More than one trainer or student may be present during the consultation,

provided it is a safe and appropriate environment, as deemed by Trail Sniffers. A 1.75% transaction fee applies to all electronic payments.

- **3.2 Training Programs & Bundles**

Payments for training programs & bundles are required in full before the start of any service or by direct debit per the available payment plan. Defaulted, late, or unresolved payments may be forwarded to an external debt collection agency, with any fees incurred being the responsibility of the individual(s) with outstanding payments. A \$50 late-cancellation fee will be charged if you cancel within 24 hours of the scheduled program or bundle consultation, unless otherwise specified. The usage period for program services is outlined in each program/bundle information, and unused services after this period will be void without refund unless specified by Trail Sniffers. Refunds are not available once a program or bundle has begun.

- **3.3 Puppy School**

Payment for puppy school is required in full before the course start date, and no place will be reserved until payment is received. Refunds are not available once the course has begun. All puppies must be up-to-date with vaccinations and worming. Puppies must remain on a lead until instructed otherwise by a Trail Sniffers Trainer. Trainers may use audio or video recording during practical classes for promotional or online learning content. If you do not wish to be featured, please contact us at [Trail Sniffers email address].

- **3.4 Online Consultations**

Payment for online consultations is due in full at the time of booking. If you receive an invoice for any outstanding services, the invoice must be paid in full on the day of the consultation. For cancellations made within 24 hours of the scheduled consultation, 50% of the consultation fee or 100% of any deposits will be charged or held, unless otherwise specified. Cancellations made by Trail Sniffers will be refunded in full. No refunds are available once the consultation has begun.

- **3.5 Webinars & Online Workshops**

Full payment is required at booking. Cancellations within 24 hours will incur the full

amount unless otherwise specified by Trail Sniffers. Cancellations by Trail Sniffers will be refunded in full. Refunds are not available once the service has started.

4. Disclaimer

Trail Sniffers accepts no responsibility and excludes all liability in connection with personal injury, loss, theft, or injury to animals that may occur during training. It is the dog owner's responsibility to ensure the dog's health is verified by a veterinarian before beginning a behavioral program.

Use of the information and advice provided in connection with the above services is at your own risk; Trail Sniffers does not accept any liability for errors, inaccuracies, omissions, misleading statements, or defamation in the provided information. While we hope our information and guidance are useful, they are for general purposes only.

We believe the contents are accurate as of the date of each training course but do not guarantee their accuracy, currency, or applicability to specific situations or circumstances. Trail Sniffers does not wish to receive confidential or proprietary information from you. Any non-personal information you transmit to us will be treated as non-confidential and non-proprietary, allowing Trail Sniffers and its designees to use, distribute, or otherwise employ the communications for non-commercial purposes.

Trail Sniffers reserves the right to make improvements or changes to its products, services, and programs at any time without notice. Although we strive to ensure the information on our website is current, it does not constitute legal or professional advice, and Trail Sniffers is not liable for any actions taken based on this information. Trail Sniffers is not responsible for the contents of any external links. You are solely responsible for evaluating any goods or services offered by third parties via the website or the internet.

5. Disclaimer and Waiver of Liability

By proceeding with a booking, you agree to abide by Trail Sniffers' terms and conditions for services. You indemnify Trail Sniffers against any liability arising from your dog's participation in any services offered by Trail Sniffers.