

Trail Sniffers

Terms and Conditions

Effective 30 July 2026

By booking, purchasing, attending or otherwise engaging any service provided by Trail Sniffers Dog Behaviour and Training, you confirm that you have read, understood and agree to these Terms and Conditions.

1. General

Trail Sniffers Dog Behaviour and Training provides reward-based, welfare-focused and science-informed dog behaviour and training support.

All services are tailored to the individual dog and household based on the information provided at the time of booking and consultation.

An initial questionnaire, intake form or other requested information must be completed before services can commence, unless otherwise agreed.

Trail Sniffers reserves the right to refuse, pause, modify or discontinue services where safety, welfare, suitability or non-disclosure concerns arise.

2. No Guarantee of Results

Dog behaviour is influenced by many factors, including genetics, learning history, health, environment, stress and consistency of implementation.

For this reason, Trail Sniffers cannot guarantee a specific behavioural outcome, timeframe or result. Progress will vary between dogs and households.

3. Client Responsibilities

By engaging Trail Sniffers, you agree that you:

- remain legally responsible for your dog at all times;
- will provide accurate and complete information about your dog's behaviour, health, medication, bite history, handling sensitivities and known risks;
- will disclose any aggression, reactivity, resource guarding, fear-based behaviour or other relevant safety concerns before a session;
- will follow reasonable safety, handling, management and welfare instructions;
- will ensure your dog is appropriately restrained, contained and equipped for all services; and
- will seek veterinary advice where recommended.

Failure to disclose relevant information may result in services being paused, modified or discontinued.

4. Health, Vaccination and Identification

All dogs attending in-person services must be up to date with age-appropriate vaccinations unless otherwise approved by Trail Sniffers.

Dogs should be maintained on appropriate parasite prevention, including regular worming, as advised by your veterinarian.

All dogs must be microchipped and have current registration details where required by law. Proof of vaccination, registration or identification may be requested.

It is the client's responsibility to ensure their dog is fit to participate and to disclose any illness, injury, pain or medical concerns that may affect behaviour, safety or welfare.

Trail Sniffers is not a veterinary service and does not diagnose medical conditions.

5. Equipment and Safety

Dogs must remain on lead unless Trail Sniffers instructs otherwise.

Clients must use safe, humane and appropriately fitted equipment. Trail Sniffers may recommend or require specific equipment, including harnesses, long lines, muzzles, barriers or other management tools where appropriate.

Trail Sniffers does not support the use of aversive tools or methods, including shock collars, prong collars, choke chains, intimidation, physical punishment or dominance-based handling.

Trail Sniffers reserves the right to decline or cease services where unsafe or inappropriate equipment is being used.

6. In-Person Services

Clients must provide a reasonably safe and suitable environment for in-person sessions.

This includes disclosing any relevant hazards such as other animals on the property, fencing issues, bite risks, livestock, reactive neighbouring dogs, access concerns or environmental hazards.

Trail Sniffers reserves the right to pause, modify, reschedule or end a session where the environment is unsafe or unsuitable.

Travel fees or service-area limits may apply.

7. Virtual and Online Services

For virtual, phone, webinar or online services, clients are responsible for ensuring they have a stable internet or phone connection and that their dog is safely managed during the session.

Trail Sniffers is not responsible for interruptions or technical issues outside its control.

8. Children and Other Household Members

Where children or other household members are present during a session, the client is responsible for ensuring that all persons follow safety directions provided by Trail Sniffers.

The parent or legal guardian remains solely responsible for the care, supervision, behaviour and safety of any child attending a session.

Camille Hartnett trading as Trail Sniffers Dog Behaviour and Training does not provide childcare or child supervision and accepts no responsibility or liability for the supervision, care, behaviour or safety of any child present during or in connection with a session.

Trail Sniffers reserves the right to pause, modify, reschedule or terminate a session if the presence, conduct or supervision of children or other household members creates a safety risk or materially interferes with the delivery of the service.

9. Bookings and Payment

Bookings are not confirmed until Trail Sniffers has confirmed the appointment and any required deposit or upfront payment has been received.

All prices are in Australian dollars unless otherwise stated.

Trail Sniffers may require full payment in advance, a deposit or payment in accordance with an approved payment arrangement.

Unless otherwise stated:

- consultations and training sessions must be paid in full by the day of the appointment;
- online consultations must be paid in full upon booking; and
- courses, classes, webinars, workshops, programs and packages must be paid in full before commencement unless an alternative payment arrangement has been agreed to in writing by Trail Sniffers.

A transaction fee may apply to electronic payments where stated at the time of booking.

Trail Sniffers may use secure third-party payment processors to process payments.

10. Late Payments

Payments must be made by the due date stated on the invoice or agreed payment arrangement.

If an amount remains unpaid for seven calendar days after its due date, Trail Sniffers may charge a one-off late-payment administration fee of \$20. The client will be notified before the fee is applied. Only one late-payment administration fee will apply to each overdue invoice, regardless of how long it remains unpaid.

If a payment is late, defaulted, dishonoured or otherwise unresolved, Trail Sniffers may suspend or cancel future services, withhold written materials, refuse future bookings or take reasonable steps to recover the outstanding amount.

Outstanding accounts may be referred to a debt collection agency. Any reasonable costs incurred in recovering an overdue amount may also be payable by the client to the extent permitted by law.

Trail Sniffers may waive or reduce a late-payment administration fee at its discretion where appropriate.

11. Cancellations and Rescheduling

Changes and cancellations may be made more than 48 hours before the appointment time.

If a client changes or cancels within 48 hours of the appointment, Trail Sniffers may charge a cancellation fee of up to 100% of the service fee, including any associated booking fees or charges.

For packages, programs or bundles, a late cancellation may result in the forfeiture of the booked session or deduction of the session from the package.

If a client fails to attend, is unavailable or is not ready to commence at the agreed time, this may be treated as a late cancellation or non-attendance.

Trail Sniffers reserves the right to apply, reduce or waive cancellation fees at its discretion depending on the circumstances.

12. Refunds

Trail Sniffers does not offer refunds for change of mind.

No refunds are available once a consultation, package, course, workshop, webinar or other service has begun, except where required by law.

13. Packages, Programs and Bundles

Package, program and bundle fees must be paid in full before services commence, unless an alternative payment arrangement has been agreed to in writing by Trail Sniffers.

Package rates are discounted on the understanding that the client is committing to the complete package. Where Trail Sniffers agrees to accept progressive payments after each session, this is a payment arrangement only and does not convert the package into separate individual bookings.

All package, program and bundle sessions must be booked and completed within 12 months of the commencement date, unless a different timeframe is stated in the relevant service details or otherwise agreed to in writing by Trail Sniffers. It is the client's responsibility to arrange any remaining sessions within the applicable period.

If the client does not complete the package, program or bundle within the applicable period, or chooses to discontinue it early, any sessions already provided will be recalculated at the standard individual-session rate that applied when the package, program or bundle was purchased. The client must pay any difference between that

amount and the discounted payments already made. Any unused sessions will then expire.

Packages, programs and bundles are non-transferable unless approved by Trail Sniffers.

Trail Sniffers may extend the applicable period where appropriate, including in circumstances involving serious illness, injury, veterinary advice or other exceptional circumstances.

Nothing in this section affects any rights or remedies available under the Australian Consumer Law.

14. Puppy School

Puppy school places are not reserved until payment has been received in full.

Puppies attending puppy school must be up to date with age-appropriate vaccinations and must remain on lead unless otherwise instructed.

No refunds are available once the course has commenced, except where required by law.

Trail Sniffers may use audio or video recordings during classes for training, educational or promotional purposes. If you do not wish to appear in promotional material, please notify Trail Sniffers in writing before the course commences.

15. Written Plans and Resources

Trail Sniffers may provide written recaps, training plans, handouts and educational resources.

These materials are prepared for the individual client and dog and are for personal use only. They must not be copied, reproduced, published, sold or distributed without prior written consent.

16. Confidentiality and Privacy

Trail Sniffers handles client information with care and confidentiality.

Information may be used, stored and shared where reasonably necessary for the provision of services, administration, safety, legal compliance or where authorised by the client.

If you consent to receive marketing communications, your email address may be used for promotional purposes. You may unsubscribe at any time.

17. Media and Recording

Trail Sniffers may take photographs, videos or audio recordings during services for training, educational, operational or promotional purposes.

If you do not wish to appear in promotional content, you must notify Trail Sniffers in writing.

Clients must not record, reproduce, distribute or publish Trail Sniffers sessions or materials for commercial purposes without prior written consent.

18. Assumption of Risk

You acknowledge that dogs are animals capable of unpredictable behaviour and that behaviour and training work carries inherent risk.

By engaging Trail Sniffers, you accept responsibility for the risks associated with your dog's participation in services, except to the extent that liability cannot lawfully be excluded.

19. Limitation of Liability

To the fullest extent permitted by law, Trail Sniffers is not liable for loss, damage, injury, cost or expense arising from:

- inaccurate or incomplete information provided by the client;
- failure to follow recommendations or safety instructions;
- undisclosed behavioural history or risk;
- the dog's behaviour before, during or after services;
- property damage or injury caused by the dog;
- acts or omissions of third parties; or
- delays, interruptions or cancellations beyond Trail Sniffers' reasonable control.

Nothing in these Terms and Conditions excludes or limits any rights that cannot lawfully be excluded.

20. Indemnity

By proceeding with a booking, you agree to indemnify and hold harmless Trail Sniffers Dog Behaviour and Training, Camille Hartnett and any employees, contractors, agents, assistants, students or representatives from claims, losses, liabilities, damages, costs or expenses arising from your breach of these Terms and Conditions, your failure to disclose relevant information, or injury, loss or damage caused by your dog, except to the extent caused by negligence that cannot lawfully be excluded.

21. Right to Refuse or Terminate Services

Trail Sniffers reserves the right to refuse, suspend, modify or terminate services where:

- safety concerns arise;
- relevant information has not been disclosed;
- the dog presents an undisclosed or unacceptable risk;
- payment has not been made;
- the client behaves in an abusive, threatening, aggressive, discriminatory or otherwise inappropriate manner;
- the requested methods are inconsistent with Trail Sniffers' ethical framework;
- or
- the welfare of the dog is compromised.

22. Website and Third-Party Content

Information on the Trail Sniffers website is provided for general informational purposes only and does not constitute legal, veterinary or other professional advice specific to your circumstances.

Trail Sniffers is not responsible for third-party websites, links, goods or services.

23. Governing Law

These Terms and Conditions are governed by the laws of New South Wales, Australia.

24. Contact

Trail Sniffers Dog Behaviour and Training

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