

MADDY'S DOG SCHOOL

Terms & Conditions

Cancellation Policy

We understand life happens, but late cancellations have a big impact. Please give as much notice as possible.

- **Walking Services:** Full payment is required for cancellations within 24 hours if the spot isn't filled.
- **Private Training Sessions:** Full payment is required for cancellation within 48 hours if the spot isn't filled.
- **Puppy School Class:** Non-refundable within 48 hours of the course start or for missed classes.
- **Packages:** Non-refundable within 48 hours of the first session. Cancellation of an appointment within 48 hours may be used from the package if the spot isn't filled. Unused sessions expire 6 months after the last appointment.
- Overdue payments may be referred to a debt collection agency at the client's cost.

Health & Safety

- Please provide your own towels for walking services.
- **Puppy School:** Puppies must have received at least one vaccination before attending class.
- **For all other services:** Dogs must be microchipped and up to date with vaccinations, flea, tick and worm prevention.
- Let us know about any health issues or behavioural concerns (including aggression) before your booking.
- We may end or decline a service if a dog is unwell or significantly distressed.
- Participation is at your own risk. Maddy's Dog School employees and contractors accept no liability for injury, illness, or damage to persons, property, or animals.
- In the unlikely event that first aid or vet transport is needed, we'll contact you immediately. Any related costs are the client's responsibility.

Photos & Media

- By joining our sessions, you agree that Maddy's Dog School (and Dogue Bondi or North Randwick Vet, if applicable for Puppy School) may use photos or videos of the session for social media, marketing, or promotional purposes.

Privacy

- Your information is always kept confidential and shared only with Dogue Bondi or North Randwick Vet if you've booked Puppy School at their location.
- You may receive text and/or email updates for bookings, reminders, or occasional marketing.