



# Leadership K9 Training

## Terms & Conditions

Thank you for choosing Leadership K9 Training. These Terms & Conditions ensure a safe, professional, and positive experience for all clients and dogs.

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### 1. Agreement

1.1 By proceeding with a booking, you acknowledge that you have read, understood, and agree to these Terms & Conditions.

1.2 You also acknowledge that:

1.2.1 You are responsible for providing a safe environment for your dog and the trainer.

1.2.2 You will comply with all instructions given by Leadership K9 Training during training sessions.

1.2.3 Leadership K9 Training reserves the right to refuse or discontinue services if the client or dog poses a safety risk.

1.2.4 You understand and accept the cancellation, payment, and travel fee policies outlined in these Terms & Conditions.

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### 2. Services Overview

2.1 Leadership K9 Training provides mobile dog training services tailored to each individual dog and owner.

2.2 Sessions may include obedience training, behaviour modification, leash walking, or other training activities deemed appropriate by the trainer.

2.3 All sessions are conducted at your home or an agreed location.

2.4 Leadership K9 Training reserves the right to modify, adapt, or discontinue training methods as needed to suit the dog's safety, behaviour, or environment.

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### 3. General Requirements

3.1 All dogs must be up-to-date on vaccinations. Proof may be required prior to the first session.

3.2 Dogs must be free from contagious illness or parasites at the time of training.

3.3 Owners are responsible for their dog's behaviour and actions at all times.

3.4 Owners must disclose any behavioural concerns (e.g., aggression, reactivity) prior to sessions.

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### 4. Equipment

4.1 Appropriate training equipment is required for all sessions. Clients may be asked to use specific equipment as recommended by Leadership K9 Training.

4.2 Clients agree to follow guidance regarding equipment use to ensure safe and effective training outcomes.

4.3 If a dog is not fitted with suitable equipment, Leadership K9 Training reserves the right to adjust or recommend alternative equipment during the session.

4.4 Certain equipment may be required to proceed with training. If appropriate equipment is not available or cannot be used, the session may be modified or discontinued.

4.5 Leadership K9 Training does not take responsibility for training outcomes where recommended equipment is not used.

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## **Leadership K9 Training**

### **5. Payment, Cancellation & Rescheduling**

#### Payment:

5.1 Leadership K9 Training uses Stripe for secure payment processing. Cards are pre-authorized 3 days (72 hours) prior to the scheduled session, and payments are charged after the completion of the appointment or in accordance with the cancellation policy.

5.2 Full payment is required to confirm all bookings.

#### Cancellation:

5.3 Cancellations must be made at least 72 hours in advance for all services.

5.4 If a cancellation is made within 72 hours, 100% of the booking fee will be charged.

5.5 No refunds will be provided for cancellations made within 72 hours.

#### Rescheduling:

5.6 Requests to reschedule must be made at least 72 hours prior to the session.

5.7 Requests made within 72 hours may be treated as a cancellation and charged accordingly.

5.8 Rescheduling is subject to availability and is not guaranteed.

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### **6. Safety**

6.1 Dogs must remain on lead unless instructed otherwise.

6.2 Clients must ensure a safe and suitable training environment is provided.

#### In-Home Safety & Handling:

6.3 Clients must ensure their dog is securely contained or on lead prior to the trainer's arrival.

6.4 Clients must disclose any history of aggression, biting, reactivity, or behavioural concerns prior to the session.

6.5 Failure to disclose behavioural concerns that result in a safety risk may lead to the session being terminated immediately, with the full session fee still applicable.

6.6 Leadership K9 Training reserves the right to require the use of appropriate safety equipment (e.g., lead, muzzle) where necessary.

6.7 If a dog presents a safety risk that cannot be safely managed, the session may be refused or discontinued at the trainer's discretion.

6.8 The safety of the trainer, client, and dog is the highest priority at all times.

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### **7. Liability & Safety**

#### 7.1 Participation & Risk

7.1.1 Clients acknowledge that dog training carries inherent risks, including bites or injuries.

7.1.2 Leadership K9 Training is not liable for any injury caused by a client's dog.

7.1.3 Clients are responsible for maintaining a safe environment for the trainer, dog, and others.

#### 7.2 Client Responsibility

7.2.1 Clients must disclose any aggressive or unsafe behaviours prior to the session.

7.2.2 Clients must ensure their dog is appropriately restrained, muzzled, or contained as directed by the trainer.

#### 7.3 Dog Bites or Injuries to Trainer

7.3.1 Clients agree to be responsible for all reasonable medical expenses incurred by the trainer as a result of an injury caused by their dog.

7.3.2 Leadership K9 Training reserves the right to terminate any session immediately if a dog poses a safety risk, with the full session fee still applicable.

#### 7.4 Training Outcomes & Indirect Loss



## **Leadership K9 Training**

7.4.1 Clients acknowledge that training results are not guaranteed and may vary depending on the dog, owner participation, and other factors.

7.4.2 Leadership K9 Training is not liable for indirect or consequential loss, including property damage, medical costs, or injury to third parties unrelated to the trainer.

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### **8. Training Expectations**

8.1 Training success depends on consistency, handler involvement, and follow-through outside of sessions.

8.2 Leadership K9 Training cannot guarantee specific results, as all dogs are unique.

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### **9. Photography & Media**

9.1 Photos/videos may be taken for educational or promotional purposes.

9.2 Clients must notify in writing prior to sessions if they do not wish media to be used.

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### **10. Privacy**

10.1 Personal information is collected solely for the purpose of providing services.

10.2 Information will not be shared without consent unless required by law.

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### **11. Service Area & Travel Fees**

11.1 Mobile services operate within a radius starting from Elizabeth, SA. Travel fees apply as follows:

11.1.1 0–15 km → No travel fee

11.1.2 15–20 km → \$10 travel fee

11.1.3 20–25 km → \$20 travel fee

11.1.4 Beyond 25 km → Travel fees will be calculated on a case-by-case basis and confirmed prior to booking

11.2 Travel fees apply to all services provided, including any current or future mobile training or exercise services.

11.3 Travel fees are confirmed prior to booking and accepted upon proceeding with a service.