



Terms & Conditions – Fetch & Focus

Booking

All training sessions are either to be booked through the website www.fetchfocus.com.au or by contacting 0437 009 599. All bookings receive a reminder 24 hours prior to the training session.

Payments

All sessions are to be paid in full, in advance at the time of booking your appointment. Payment is to be made through the booking portal using your preferred credit card. Bank transfer is possible, however a credit card is preferred. If you wish to pay via Bank transfer please contact Fetch & Focus prior to booking to arrange.

Refunds

All payments are non-refundable unless otherwise required by Australian Consumer Law. If a session is cancelled by Fetch & Focus, a credit or rescheduled session will be offered.

Aggressive or Reactive Behaviour

If your dog has a history of aggression or reactivity, it is your responsibility to inform Fetch & Focus prior to booking. We may recommend a private assessment before training. Fetch & Focus reserves the right to refuse or terminate training if the dog's behaviour poses a safety risk, and cancellation fees may apply.

Health & Vaccinations

All dogs attending training sessions must be up-to-date with vaccinations, parasite treatments, and in good health. If your dog is unwell, please inform us as soon as possible. Fetch & Focus reserves the right to refuse training to any dog that appears unwell or is showing signs of contagious conditions.

Weather & Heat

Fetch & Focus operates during various weather conditions, including rain. "Extreme Weather Events" as determined by the Bureau of Meteorology may lead to training being postponed until such time as the "event" has passed. The safety of our clients, doggos & staff is our number one priority, if the conditions are deemed unsafe your session will be postponed until such time as it is safe to re-schedule. In summer Fetch & Focus will not train dogs in high heat, sessions will be shifted to accommodate cooler early morning & later afternoon timeslots. If your session is affected you will be notified & alternative times will be provided.

Cancellations

Please note that once you have booked an appointment with Fetch & Focus it means that time is reserved in the schedule exclusively for you. If you cancel your appointment less than 24 hours before it is scheduled to take place, you will be subject to a penalty of 100% of the cost of your lesson.

To avoid a cancellation fee, please provide cancellation notice at least 24 hours prior to your appointment.

You can cancel or reschedule an appointment by emailing hello@fetchfocus.com.au OR calling or texting 0437 009 599.

Please be advised, under certain circumstances Fetch & Focus may cancel a session, at its discretion. If this occurs alternative times will be provided for a session.

Running Late

If you are running late to your appointment it is your responsibility to advise Fetch & Focus as soon as possible of your new ETA. Your session will continue as planned & end at the scheduled time. If no communication has been received within 15 minutes of the session starting this will be considered a no-show & your payment will be forfeited.

No-Shows

It is your responsibility to ensure you are punctual to your session. If you have not arrived within 15 minutes of the start time your session will be deemed a 'no-show' & you will forfeit your appointment time & cost of the session as per the cancellation policy.

Property Access

Fetch & Focus may need to access your property while the owner is not in attendance. Clear instructions must be provided in order for access to be gained. If the client forgets or is unable to provide this access at the time of the session, Fetch & Focus reserves the right to class this as a late cancellation & invoke the cancellation policy. If access to the doggo/s is deemed unsafe due to the behaviour of the doggo/s or otherwise the session will be cancelled & the cancellation policy will apply. Fetch & Focus accepts no responsibility for claims of lost or stolen items when access to the home has been provided by the client.

Privacy

Fetch & Focus collects and stores client information solely for the purpose of delivering training services. We do not share your personal information with third parties, except as required by law. By booking a session, you consent to the collection and use of your information in accordance with our Privacy Policy.

Photography & Media

From time to time, photos or videos may be taken during training sessions for promotional use on our website or social media. If you do not wish for your dog or yourself to be included, please notify us in writing prior to your session.

Assumption of Risk & Liability

By participating in training sessions with Fetch & Focus, clients acknowledge and accept that dog training may involve risks to themselves, their doggo(s), and others. While all reasonable care is taken to ensure the safety of participants, Fetch & Focus accepts no liability for injury, loss, or damage arising from participation in training. Owners are responsible for their dog's behaviour at all times, during and outside of sessions.

Governing Law

These terms and conditions are governed by the laws of the State of Queensland, Australia. Any disputes arising shall be subject to the jurisdiction of the courts of Queensland.