

TERMS AND CONDITIONS

1. General Agreement

By booking services with Clever Canine Co., you agree to the following terms and conditions for our Dobg Day Train Van Service.

2. Payment & Booking Policy

- Full payment is required at the time of booking to secure a spot.
- Payment can be made via credit card, bank transfer, invoice or cash
- Packages must be used within their applicable timeframe from the purchase date unless otherwise stated.

3. Weekly Subscription Plans

- Clients may enrol in a weekly subscription plan for ongoing training.
- Subscription payments are automatically processed on the agreed billing cycle (weekly).
- Subscriptions are non-refundable but may be paused with at least 14 days' notice before the next billing cycle.

4. Missed Sessions for Subscription Clients

- If a client misses a scheduled session, the following applies:
 - Notice given 48+ hours before the session → The session can be rescheduled within the next billing period.
 - Notice given less than 48 hours before the session → The session is forfeited with no refund or credit.
 - No-shows (if the dog is unavailable for pick-up at the scheduled time) → The session is forfeited with no refund.
- Sessions do not roll over beyond the current billing period unless prior arrangements are made.
- If Clever Canine Co. needs to cancel due to unforeseen circumstances (e.g., weather, vehicle issues), the session will be rescheduled at no extra cost.

5. Cancellations & Refund Policy

We understand that schedules change, but due to limited availability, the following policies apply:

- Cancellations made 24+ hours before pick-up – Credit toward a future session (no refunds).
- Cancellations made less than 24 hours before pick-up – No refund or credit.
- No-shows (if the dog is unavailable for pick-up at the scheduled time) – No refund.
- If Clever Canine Co. needs to cancel due to unforeseen circumstances (e.g., weather, vehicle issues), you will receive a rescheduled session or a credit.

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6. Dog Behaviour & Safety

- Owners must disclose any behavioural concerns before booking.
- If a dog displays aggressive or unsafe behaviour, Clever Canine Co. reserves the right to remove them from training without a refund.
- Dogs must be up-to-date on vaccinations, flea, tick and worming and are in good health.

7. Liability & Release

- Clever Canine Co. is not liable for injuries, illnesses, or incidents that occur during transport or training.
- Under no circumstances will Clever Canine Co. or its employees or agents; be held responsible for Canine Influenza, paralysis tick or injury or anything the requires the dog to be seen by a veterinary that may occur to any pet/s during their day with Clever Canine Co.
- Veterinary care will be sought if needed, and owners are responsible for all related costs.
- Participation is voluntary and at the owner's own risk.
- Clever Canine Co. is not liable for injury, veterinary assistance/procedures, death, illness, or loss resulting from participation, transport, or training.
- This includes injury from interactions with other animals, road incidents, or environmental factors.

8. Veterinary Care & Owner Responsibility

- Owners are financially responsible for any veterinary care required while the dog is in our care.
- This includes injuries, allergic reactions, illness, or tick-related issues.
- Clever Canine Co. is not liable for any outcomes of veterinary treatment or transport.

9. Training Results & Expectations

- Training success depends on consistency. Clever Canine Co. provides guidance, but owners must continue reinforcing training at home.
- No guarantees are made regarding specific behaviour changes.

10. Photo & Video Usage

Owners may opt-in or out of allowing Clever Canine Co. to use their dog's photos/videos for social media and training updates.

11. Agreement & Acknowledgment

By using our services, you agree to these terms and conditions. Clever Canine Co. reserves the right to update these terms at any time.