

My Pet Tutor – Terms and Conditions

1. Services Provided

- Puppy School classes
- Behaviour training and consultations
- One-on-one training sessions
- Basic grooming (including bathing, brushing, nail trims, and hygiene care)
- Veterinary nurse services at home (non-veterinary procedures only)
- Pet walking and socialisation sessions

All services are designed to support practical, real-life behaviour, welfare, and care using low-stress, reward-based approaches.

2. Training Outcomes and Expectations

Every pet is different, and progress can vary depending on factors such as their history, environment, and consistency of practice at home.

Some pets may show improvement quickly, while others may require multiple sessions or a stronger focus on ongoing management strategies.

I aim to tailor each plan to suit you and your pet, with practical steps that are achievable in your day to day life.

3. Owner Responsibility

- You are responsible for your pet's behaviour at all times
- You will provide accurate and complete information about your pet, including behaviour, health, and history
- You will disclose any aggression, fear, reactivity, or bite history prior to services
- You understand that progress depends on ongoing practice outside of sessions
- You are responsible for cleaning up after your pet, including any toileting during sessions, classes, or visits

4. Health and Veterinary Care

- Is up to date with vaccinations or has appropriate veterinary clearance
- Is free from contagious illness (including parasites, vomiting, diarrhoea, coughing)
- Is physically and medically fit for the service being provided

As a Registered Veterinary Nurse, I may recommend veterinary follow-up where appropriate. I do not diagnose medical conditions or replace veterinary care.

5. Safety and Risk

- Pets may behave unpredictably
- There is a risk of injury to people, other animals, or property
- You accept full responsibility for your pet's actions

My Pet Tutor is not liable for injury, loss, or damage caused by your pet during or after services.

6. Service-Specific Conditions

6.1 Puppy School and Training Services

- Pets must meet the age requirements for the class
- Puppies must be up to date with vaccinations appropriate for their age
- Owners remain responsible for handling their pet unless otherwise instructed
- Training is based on reinforcement and management, not force or punishment
- Progress may be gradual and non-linear
- Missed classes are not able to be made up; however, you will receive any relevant session notes or resources

6.2 Behaviour Consultations

- Behaviour plans are tailored but require ongoing owner implementation
- Safety and management recommendations must be followed
- Higher-risk behaviours may require referral to a veterinarian or specialist

6.3 Basic Grooming Services

- Grooming is limited to low-stress, basic care only
- Sessions may be stopped if a pet shows significant fear, stress, or aggression
- Minor nicks, nail quicking, or irritation can occasionally occur despite care
- You must inform me of any sensitivities, injuries, or handling concerns prior to the appointment

6.4 Veterinary Nurse At Home Services

- Services are limited to non-diagnostic, non-prescribing care
- A valid veterinary-client relationship must exist where required
- You agree to follow any instructions provided by your veterinarian
- Veterinary follow-up may be recommended if concerns arise

6.5 Pet Walking and Socialisation

- Pets must be safe to handle and not pose a risk to the handler, public, or other animals
- You must disclose any history of reactivity, aggression, or escape behaviour
- Pets must be appropriately restrained unless otherwise agreed
- Socialisation is structured and controlled, not uncontrolled interaction

My Pet Tutor is not liable for incidents resulting from undisclosed behavioural concerns.

7. Equipment and Handling

You agree to use safe, appropriate equipment as advised. The use of aversive tools (including prong collars, shock collars, or punitive handling) during sessions is not permitted.

8. Children and Third Parties

- Children must be supervised at all times
- Any third parties present are the responsibility of the client

9. Access and Home Visits

- The environment is safe for entry and handling
- Pets are appropriately contained where required
- Clear and safe access is provided

If safety cannot be maintained, the session may be ended.

10. Bookings and Payments

- Full payment is required at the time of booking unless otherwise agreed
- Bookings are confirmed once payment is received
- Prices may change but will be honoured once booked

11. Cancellations and Rescheduling

- 48 hours' notice is required for cancellations
- At least 3 hours' notice is required for rescheduling
- Cancellations or rescheduling requests outside of these timeframes may result in forfeiture of the session fee
- Missed appointments are non-refundable

12. Refund Policy

- Change of mind
- Lack of progress due to inconsistent training
- Missed appointments

13. Media Consent

Photos or videos may be taken during sessions for training or educational purposes.

Images or videos that include people will not be shared publicly unless consent is provided at the time.

Photos or videos of pets may be used for educational or promotional purposes unless you advise otherwise.

14. Liability Waiver

To the fullest extent permitted by law, My Pet Tutor is not liable for any injury, loss, or damage arising from participation in any service.

15. Agreement

By booking or participating in any My Pet Tutor service, you confirm that you have read, understood, and agree to these Terms and Conditions.