



Master Of Puppies Terms & Conditions

These Terms & Conditions apply to all services provided by Master Of Puppies Pty Ltd including dog training, Doggy Daycare Deployments (DDD), Gold Coast HQ daycare, memberships, prepaid packages, boarding, Board & Train, and transport services.

By booking any service, purchasing a package, or enrolling a dog in any Master Of Puppies service, you confirm that you have read, understood, and agree to these Terms & Conditions.

Specific sections may apply depending on the service booked. Owners are responsible for reviewing the sections relevant to the services they are using.

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1. Health and Vaccination Requirements

Vaccination requirements depend on the service being provided.

Daycare, Boarding, Board & Train and Doggy Daycare Deployments (DDD)

Dogs attending any group environment must have a C5 vaccination administered within the last 12 months.

Training Services

Vaccination is recommended but not mandatory for private training sessions where dogs are not interacting with other dogs.

Dogs must not attend services if they are:

- unwell
- contagious
- in season

Owners must disclose all medical conditions, medications, and health concerns prior to attendance.

Master Of Puppies reserves the right to refuse entry to any dog deemed unfit to attend.

2. Behaviour and Safety

Dogs must arrive manageable and under control.

Dogs displaying aggression, severe anxiety, predatory behaviour, uncontrolled mounting, or dangerous reactivity may be refused entry or removed from services.



Dogs may be managed using:

- leads
- temporary separation
- crates
- training tools including slip leads, long lines, or e-collars where appropriate

Master Of Puppies reserves the right to refuse service to any dog at its discretion for safety or welfare reasons.

3. Risk and Liability

Participation in dog training, daycare, boarding, transport or social environments involves inherent risks including:

- injury
- illness
- behavioural incidents
- escape
- death

By using Master Of Puppies services, owners acknowledge and accept these risks.

Escape and Containment

Master Of Puppies Pty Ltd takes reasonable precautions to maintain secure fencing, gates, crates, and containment systems at its facilities and during transport.

However, owners acknowledge that dogs are animals capable of digging, climbing, jumping, damaging fencing, or forcing escape despite appropriate containment measures.

Master Of Puppies Pty Ltd is not liable for injury, loss, or death resulting from a dog escaping the facility, training area, or transport vehicle unless the escape was directly caused by proven negligence.

Owners remain responsible for ensuring their dog is suited to group environments and secure containment.

Master Of Puppies Pty Ltd is not liable for injury, illness, loss, or death unless directly caused by the proven negligence of Master Of Puppies Pty Ltd, to the maximum extent permitted by law, including the Australian Consumer Law.

4. Dog Interaction Risk



Dogs participating in social environments may interact with other dogs.

Normal dog play may occasionally result in minor injuries such as scratches or punctures.

Owners acknowledge and accept these risks.

Master Of Puppies is not responsible for veterinary costs resulting from normal dog interaction unless caused by proven negligence.

Dog-to-Dog Liability Between Owners

Owners acknowledge that dogs participating in social environments may interact with other dogs and that behavioural incidents may occur despite appropriate supervision.

Master Of Puppies does not determine liability between owners in the event of dog-to-dog incidents.

Each owner remains responsible for veterinary treatment and costs relating to their own dog unless the injury is directly caused by proven negligence of Master Of Puppies Pty Ltd.

Owners agree not to pursue Master Of Puppies Pty Ltd for recovery of veterinary costs arising from dog-to-dog incidents between clients.

5. Serious Dog Incident

If a dog causes serious injury to another dog or person, Master Of Puppies may immediately remove that dog from all services for safety reasons.

Owners acknowledge that dog behaviour can be unpredictable and that Master Of Puppies cannot guarantee the behaviour of any dog in a social environment.

Owners accept responsibility for veterinary costs associated with injuries sustained by their own dog.

Master Of Puppies Pty Ltd is not responsible for veterinary costs resulting from dog-to-dog incidents unless directly caused by proven negligence.

6. Damage Caused by Dog

Owners remain responsible for their dog's behaviour at all times.

If a dog causes injury or property damage, the owner agrees to cover any resulting costs including:

- veterinary treatment



- medical expenses
- property repairs
- equipment replacement

Master Of Puppies may permanently remove dogs involved in serious incidents.

7. Emergency Veterinary Care

If a dog becomes ill or injured during any Master Of Puppies service, reasonable efforts will be made to contact the owner immediately.

If urgent veterinary treatment is required and the owner cannot be reached, or if immediate action is deemed necessary for the welfare of the dog, Master Of Puppies reserves the right to seek veterinary care at its discretion.

Veterinary treatment may be obtained from the nearest available veterinary clinic or emergency veterinary provider willing to see the dog at the time.

Owners authorise Master Of Puppies to transport their dog to a veterinary clinic if required.

Owners acknowledge and agree that:

- Master Of Puppies may determine the appropriate veterinary provider based on urgency and availability
- treatment decisions may be made in the best interests of the dog where the owner cannot be contacted
- all veterinary costs, treatment costs, medications, transport costs and associated expenses are the responsibility of the owner

Owners agree to reimburse Master Of Puppies immediately for any veterinary costs incurred on their behalf.

This clause applies to all services including:

- Gold Coast HQ daycare
- Doggy Daycare Deployments (DDD)
- Farm Stay Boarding
- Board & Train
- Doggy Bus transport

Master Of Puppies Pty Ltd is not liable for the outcome of veterinary treatment provided by third-party veterinary professionals.

Veterinary Authorisation



Owners authorise Master Of Puppies Pty Ltd to obtain veterinary treatment for their dog if a trainer or staff member believes treatment is necessary for the dog's health or welfare and the owner cannot be contacted in a timely manner.

Owners agree that Master Of Puppies Pty Ltd may approve reasonable veterinary treatment as recommended by the attending veterinarian.

All veterinary costs, medications, transport costs, and associated expenses remain the responsibility of the owner.

Owners agree to reimburse Master Of Puppies Pty Ltd immediately for any veterinary costs incurred on their behalf.

8. Illness, Injury or Death

Dogs participating in daycare, training, boarding, transport or social environments may be exposed to risks including illness, injury, or death.

While Master Of Puppies takes reasonable precautions to provide a safe environment, owners acknowledge that working with and managing dogs carries inherent and unpredictable risks.

Master Of Puppies Pty Ltd is not liable for illness, injury, or death occurring during services unless directly caused by proven negligence.

Owners acknowledge that incidents may occur including but not limited to:

- dog interactions
- underlying medical conditions
- stress or environmental factors
- accidental injury
- transport incidents
- sudden medical emergencies including conditions such as bloat, heatstroke, seizures, allergic reactions or cardiac events

By enrolling their dog in any Master Of Puppies service, owners accept these risks.

Limitation of Damages

To the maximum extent permitted by law, Master Of Puppies Pty Ltd is not liable for indirect, incidental, consequential, or emotional damages arising from the injury, illness, loss, or death of a dog.



Where liability cannot be excluded under Australian Consumer Law, the liability of Master Of Puppies Pty Ltd will be limited to the reasonable replacement value of the dog or the cost of the services supplied, whichever is lower.

Owners acknowledge that many Master Of Puppies services involve physical activity including running, play, training exercises, farm exploration, environmental exposure, transport, and interaction with other dogs.

These activities may increase the risk of certain medical conditions including but not limited to:

- gastric dilatation volvulus (bloat)
- heat stress or heatstroke
- dehydration
- exhaustion
- soft tissue injuries
- aggravation of pre-existing conditions

While Master Of Puppies takes reasonable precautions to manage exercise levels, weather conditions, and dog wellbeing, owners acknowledge that these risks cannot be completely eliminated.

By enrolling their dog in any Master Of Puppies service, owners accept these inherent risks.

Master Of Puppies Pty Ltd is not liable for illness, injury, or death arising from these risks unless directly caused by proven negligence.

9. Packages and Prepaid Visits

Packages and prepaid visits are non-refundable unless required by law.

Unused visits cannot be redeemed for cash, transferred to another person, or extended beyond the stated expiry period unless approved by Master Of Puppies in writing.

Expired visits are forfeited.

10. Gold Coast HQ Daycare

Gold Coast HQ daycare is a structured daycare service operated by Master Of Puppies.

All dogs must complete any required assessment process before attending.

Attendance is subject to suitability, behaviour, health status, and availability.

11. Gold Coast HQ Memberships



Gold Coast HQ daycare memberships operate on a **weekly credit system**.

Upon purchase, clients receive the number of daycare credit(s) included in their selected membership each week.

These credits must be used within the same weekly billing period.

By enrolling in a membership you agree that:

- memberships have a minimum commitment period of 4 weeks
- 2 weeks' written notice is required to cancel a membership after the initial commitment period
- membership payments renew automatically each week until cancelled in accordance with these terms
- weekly credits must be used within the same week and do not roll over
- unused credits expire automatically at the end of each weekly billing period
- unused credits cannot be transferred, refunded, exchanged for cash, or carried into future weeks
- clients are responsible for booking their preferred daycare day(s) each week
- all bookings remain subject to availability
- membership credits reserve access to the number of weekly visits purchased, but do not automatically create bookings
- preferred day(s) are not guaranteed unless booked

Attendance and cancellation rules:

- visits may be cancelled with a minimum of 24 hours' notice
- where sufficient notice is provided, the credit will be returned to the client's account
- returned credits must be rebooked and used within the same weekly billing period
- rebooked visits remain subject to availability
- credits do not roll over into future weeks under any circumstances
- any unused credits will automatically expire at the end of the weekly billing period
- cancellations made with less than 24 hours' notice and no-shows may result in forfeiture of that weekly credit

Holiday Holds

- memberships may be temporarily paused for holidays under the following conditions
- memberships may be paused for up to 4 weeks per calendar year
- minimum hold period is 2 weeks
- at least 7 days notice must be provided prior to the hold
- holiday holds are tracked and approved at the discretion of Master Of Puppies

If the annual holiday allowance has been used, normal membership fees will continue to apply.



Dogs must maintain suitable behaviour to remain enrolled in daycare. Master Of Puppies reserves the right to suspend or remove dogs that become unsuitable for group daycare.

12. Doggy Daycare Deployments (DDD)

Doggy Daycare Deployments is a structured farm daycare service operating from the Master Of Puppies Gleneagle property.

All dogs must pass a behavioural assessment before joining.

DDD currently operates on:

- Tuesday
- Wednesday
- Thursday

Dogs are not fed during DDD due to the increased risk of gastric dilatation volvulus (bloat) associated with vigorous activity.

Transport may be provided via the Doggy Bus.

13. Boarding and Farm Stay

[Farm Stay Boarding](#) takes place at the secure Master Of Puppies Gleneagle property.

Dogs receive structured exercise, enrichment, rest and supervision.

Dogs that have passed a DDD assessment may participate in DDD during their stay.

14. Board & Train

[Board & Train](#) combines intensive daily training with boarding.

Behavioural progress achieved during the stay depends on continued owner follow-through after the dog returns home.

Master Of Puppies does not guarantee specific behavioural outcomes.

Updates may be provided during the stay when trainers are able to do so while balancing training, supervision, and care of multiple dogs. Daily updates are not guaranteed.

15. Training Services and Booking Terms



Training services may include private sessions, behaviour modification, structured training courses, group classes, Board & Train, and practical handling exercises.

Training may involve the use of appropriate training tools including but not limited to:

- head halters
- leads
- long lines
- slip leads
- electronic collars (e-collars)

Owners acknowledge that the purpose of training is to modify behaviour and improve communication between dog and handler.

Owners understand that dogs may display behavioural responses during training including lunging, jumping, snapping, or redirected biting.

Master Of Puppies Pty Ltd is not liable for injury sustained by owners, handlers, or third parties during training sessions where the dog displays behaviour consistent with its known or undisclosed behavioural tendencies.

Owners remain responsible for handling their dog during training sessions unless the dog is under the direct control of a Master Of Puppies trainer.

Training outcomes depend on ongoing owner participation, consistency, and follow-through after training.

Master Of Puppies Pty Ltd does not guarantee specific behavioural results.

Behavioural improvement may vary depending on the dog, the owner's implementation of training techniques, and environmental factors.

Training Bookings and Cancellations

Training services must be paid in full at the time of booking unless otherwise stated.

All training bookings are non-refundable once confirmed.

Group training courses run on scheduled dates and times. By enrolling in a course, owners commit to attending the full course schedule.

Course places are limited and reserved in advance. Booking a place prevents another client from taking that position.



Missed classes cannot be rescheduled, refunded, credited, transferred to another course, or replaced with private training sessions.

Master Of Puppies does not provide make-up sessions for missed classes due to illness, holidays, work commitments, travel, weather, or any other personal circumstances.

Partial attendance of a course does not entitle the owner to a refund, credit, or transfer to another course.

If a class is missed for any reason, the booking will be forfeited. Owners wishing to attend another course must enrol in a future course at full cost.

Private Training Sessions

Private training sessions may be rescheduled with a minimum of **5 days notice**.

Cancellations or rescheduling requests made with less than 5 days notice may result in the session being forfeited.

No-shows or missed appointments will be treated as completed sessions and will not be refunded or rescheduled.

Master Of Puppies reserves the right to reschedule training sessions in the event of trainer illness, safety concerns, or circumstances outside reasonable control.

Owner Participation and Responsibility

Successful training requires ongoing owner participation, consistency, and follow-through outside of training sessions.

Owners acknowledge that the behaviour of a dog is influenced by the owner's handling, environment, routine, and reinforcement of training techniques.

Master Of Puppies Pty Ltd cannot guarantee behavioural outcomes where owners do not consistently apply the training guidance, techniques, and management strategies provided.

Owners accept responsibility for continuing the training methods demonstrated during sessions.

16. Transport (Doggy Bus)

Dogs transported using the Master Of Puppies Doggy Bus travel in secured crates or restraints appropriate for safe animal transport.



By using the Doggy Bus service, owners acknowledge and accept that the transport of animals carries inherent risks including but not limited to stress, illness, injury, escape, vehicle accidents, sudden braking, environmental factors, or death.

Owners voluntarily accept these risks when electing to use the Doggy Bus service.

Master Of Puppies Pty Ltd takes reasonable precautions to transport dogs safely. However, to the maximum extent permitted by law, Master Of Puppies Pty Ltd is not liable for injury, illness, loss, or death occurring during transport unless directly caused by proven gross negligence.

Dogs must arrive at transport locations fitted with a secure collar and lead suitable for safe handling during loading and unloading.

Owners must ensure their dog is suitable for transport and must disclose any behavioural or medical conditions that may affect safe transport.

Dogs must be present and ready at the designated pick-up location at the scheduled time. If a dog is not present when the Doggy Bus arrives, the transport service may be forfeited for that day.

Pick-up and drop-off times are approximate only. Delays may occur due to traffic conditions, road closures, weather events, mechanical issues, animal handling delays, or other circumstances outside the reasonable control of Master Of Puppies.

Master Of Puppies Pty Ltd is not liable for delays to scheduled pick-up or drop-off times.

Owners authorise Master Of Puppies Pty Ltd to seek emergency veterinary treatment for their dog during transport if a trainer or staff member reasonably believes veterinary care is required.

All veterinary costs and associated expenses remain the responsibility of the owner.

Master Of Puppies reserves the right to refuse transport for any dog deemed unsafe to handle or transport.

Handling and Public Safety

Owners acknowledge that dogs may be handled in public areas during loading and unloading at designated transport locations.

Owners accept that dogs may react unpredictably in public environments and remain responsible for their dog's behaviour.

Master Of Puppies Pty Ltd is not liable for injury or damage caused by a dog during loading or unloading unless directly caused by proven negligence of Master Of Puppies Pty Ltd.



Owners agree to indemnify and hold harmless Master Of Puppies Pty Ltd against claims arising from their dog's behaviour while being loaded or unloaded for transport.

17. Parasite Control

Dogs must be kept up to date with flea, tick, and worm prevention.

If parasites are discovered during attendance, treatment may be administered at the owner's expense.

18. Abandoned or Uncollected Dogs

Owners must collect their dog at the agreed time.

Late pick-ups may incur additional fees or overnight boarding charges.

If a dog remains uncollected for 7 days without communication, Master Of Puppies reserves the right to arrange appropriate rehoming.

19. Media and Marketing

Owners grant permission for photos or videos of their dog to be used for marketing and promotional purposes unless written notice is provided.

20. Force Majeure

Master Of Puppies is not liable for service disruptions caused by events outside reasonable control including extreme weather, natural disasters, road closures, facility issues, or staff illness.

21. Changes to Terms

Master Of Puppies may update these Terms & Conditions at any time.

The most current version will always be published on the Master Of Puppies website.

Continued use of services constitutes acceptance of updated terms.

22. Owner Information Accuracy

Owners must ensure all information provided is accurate and up to date including:

- contact details
- vaccination records



- behavioural history
- medical conditions

Failure to disclose relevant information may result in refusal of service.

Owners must disclose any known behavioural concerns including aggression, bite history, reactivity, predatory behaviour, anxiety, escape tendencies, or resource guarding prior to attendance.

Failure to disclose behavioural history may result in immediate removal from services without refund and the owner accepts full responsibility for any resulting incident or damage.

23. Right to Refuse Service

Master Of Puppies reserves the right to refuse service or remove any dog or client from services for safety, welfare or policy reasons.

Refunds may not be issued in these circumstances.

24. Payment Disputes and Chargebacks

By booking or purchasing services, owners agree not to initiate payment disputes or chargebacks without first contacting Master Of Puppies to resolve the matter.

Chargebacks initiated after services have been delivered or scheduled may result in suspension of services and recovery of associated costs.