

Mutt Magic Terms & Conditions

1. Introduction

Welcome to Mutt Magic. This agreement outlines the services we offer and the terms under which they are provided. Our commitment is to ensure harmony, happiness, safety, and wellbeing for your dog through professional pack walks, training sessions, and behavioural support.

2. Services Provided

Mutt Magic provides dog pack walks, individual training sessions, behavioural consultations, and related dog training services. Each service is designed to promote socialisation, exercise, emotional regulation, obedience, and mental stimulation under the supervision of experienced handlers and trainers.

Services generally range from a minimum of 45 minutes to one hour depending on weather conditions, the dog's size, breed, energy levels, behaviour, and the client's location. A total allowance of up to 15 minutes travel time to and from suitable training or walking locations may be included. Service time begins from when the final dog is picked up.

3. Client Responsibilities

Clients are responsible for:

- Ensuring their dog is vaccinated, healthy, and appropriately treated for parasites.
- Providing suitable collars, harnesses, leads, tags, and any required medications.
- Informing Mutt Magic of any behavioural concerns, aggression, medical conditions, injuries, or sensitivities that may impact participation in services.
- Ensuring dogs are accessible at scheduled pickup times unless prior arrangements have been made.
- Following training advice and handling recommendations provided by Mutt Magic where applicable.

4. Mutt Magic Responsibilities

Mutt Magic commits to:

- Providing professional care and handling tailored to each dog's individual needs.
- Maintaining high safety standards during all services.
- Ensuring staff are trained in dog handling and emergency response procedures.
- Communicating openly with clients regarding their dog's progress, incidents, scheduling updates, or behavioural concerns.

5. Fees, Payments & Cancellation Policy

Fees & Payments

Fees for services are provided at the time of booking and may be updated with notice. Invoices are generally issued fortnightly unless otherwise arranged.

Weather Cancellations

Services may be cancelled or rescheduled due to unsafe weather conditions including excessive heat, storms, or hazardous environments. Clients will not be charged in these situations, however notice may occasionally be last minute due to changing weather conditions.

Where a client is scheduled for multiple services per week and one or more services are cancelled by Mutt Magic due to weather conditions, those cancelled services will be treated as though they did not occur. The client will be charged according to the applicable pricing structure for the number of services actually provided during that week.

For example, if a client is scheduled for two walks per week and one walk is cancelled due to weather, the client will be charged at the one-walk-per-week rate for that week rather than the two-walk-per-week rate.

Permanent Departure

Clients wishing to permanently discontinue services must provide at least one week's notice.

Short-Term Cancellations

Cancellations for scheduled services must be communicated at least 24 hours in advance. Cancellations made with less than 24 hours notice will incur a fee equal to 100% of the scheduled service cost.

This policy applies as Mutt Magic allocates staffing, transport, scheduling, and resources in advance. Late cancellations often prevent the vacant position from being filled and impact the operation of our services.

Holiday Arrangements

If a dog will be absent for more than one week, a non-refundable holding fee of \$20 per week may apply to reserve the dog's position within ongoing services or pack groups.

Access Issues

If a Mutt Magic representative is unable to access the dog at the scheduled pickup time due to locked gates, unavailable access, or the dog being inaccessible without prior notice, the service may still be charged at the standard rate.

Late Payments

Failure to pay invoices by the due date may result in late fees, suspension of services, or removal from ongoing programs or pack walks.

6. Privacy & Data Protection

All personal information and pet information collected by Mutt Magic is used solely for the purpose of providing services. Information will not be shared with third parties without consent unless required by law.

7. Photography, Media & Release Agreement

By engaging Mutt Magic services, clients grant permission for Mutt Magic to photograph, film, and record their dog during training sessions, pack walks, consultations, and related activities.

Clients acknowledge and agree that images, videos, recordings, testimonials, and related media may be used by Mutt Magic for promotional, educational, advertising, website, social media, and marketing purposes.

without compensation.

Clients waive any right to inspect or approve the finished product or the specific use of such media content. Mutt Magic retains full ownership rights to all media created during services.

If a client does not wish for their dog to appear in media content, written notice must be provided to Mutt Magic prior to the commencement of services.

8. Health & Safety Requirements

Clients agree to comply with all health and safety requirements, including maintaining current vaccinations and informing Mutt Magic of any contagious illnesses, injuries, or behavioural risks.

Mutt Magic reserves the right to refuse or discontinue services where a dog poses a significant safety risk to staff, other dogs, or members of the public.

9. Liability Waiver

While Mutt Magic takes every reasonable precaution to ensure the safety and wellbeing of all dogs in our care, clients acknowledge that working with animals carries inherent risks. By engaging our services, clients accept these risks and agree that Mutt Magic, its owners, employees, and contractors shall not be held liable for injury, illness, loss, damage, or death arising from participation in services, except where caused by proven negligence.

10. Updates to Terms & Conditions

Mutt Magic reserves the right to update or modify these Terms & Conditions at any time. Clients will be notified of significant changes where applicable.

11. Termination of Services

Either party may terminate this agreement with 30 days written notice. Immediate termination may occur in cases involving safety concerns, aggressive behaviour, non-payment, repeated breaches of these terms, or conduct deemed inappropriate by Mutt Magic.

12. Feedback & Complaints Procedure

Feedback or complaints can be directed to info@muttmagictraining.com.au. Mutt Magic is committed to addressing concerns promptly, fairly, and professionally.

13. Veterinary Release Form

If any dog appears ill, injured, or at risk of requiring urgent medical attention while under the care of Mutt Magic, the client authorises Mutt Magic to seek veterinary treatment on their behalf.

Reasonable efforts will be made to contact the owner prior to treatment where possible. Clients acknowledge that they are fully responsible for any veterinary costs incurred while their dog is under Mutt Magic's care. Mutt Magic is not liable for veterinary expenses arising from illness, injury, or emergency treatment.

14. Agreement

By engaging Mutt Magic services, the client acknowledges that they have read, understood, and agreed to these Terms & Conditions.