EASY K9 – TERMS & CONDITIONS

Effective Date: 26 October 2026

Welcome to Easy K9! We are committed to providing a safe, supportive and enjoyable training experience for dogs and their owners.

By booking or participating in an Easy K9 service, you acknowledge that you have read, understood and agree to the following Terms & Conditions.

These terms apply to all Easy K9 services, including:

- Puppy School
- Level 1 Obedience Training
- Level 2 Obedience Training
- Level 3 / Life Skills Classes
- Puppy and Dog Socialisation Classes
- Private 1:1 Training
- Behaviour Modification Programs
- Walk & Train Services
- Dog Walking and Training in Public Environments
- Any additional training sessions, workshops or events organised by Easy K9.

1. Bookings & Payments

- All bookings must be made through the Easy K9 booking system or arranged directly with Easy K9.
- Clients must provide accurate contact information and details about their dog, including age, breed, vaccination status and any relevant behavioural or medical concerns.
- Payment is required according to the terms displayed at the time of booking.
- Payments are securely processed through Stripe.
- Group training courses and prepaid packages must be paid for prior to commencement unless otherwise arranged.
- Easy K9 reserves the right to refuse or cancel a booking where reasonable safety or suitability concerns arise. Any refund will be handled in accordance with Australian Consumer Law.

2. Cancellations, Refunds & Missed Sessions

We understand that plans can change. If you are unable to attend a booked session or class, please notify Easy K9 as soon as possible.

Puppy School & Level 1 Courses

These are structured 5-week courses with limited places. Once a course has commenced, missed classes are non-refundable, and no refunds are provided for change of mind or non-attendance.

Make-up classes may be offered where suitable and available but cannot be guaranteed.

Level 2, Level 3 & Life Skills Classes

If you cannot attend a booked class, please provide as much notice as possible. Requests to reschedule or receive a class credit will be considered based on availability and the circumstances.

Socialisation Classes

Places are limited, so we appreciate as much notice as possible if you are unable to attend. This allows another dog the opportunity to participate.

Private Training & Behaviour Modification

Please notify Easy K9 as early as possible if you need to cancel or reschedule an appointment.

Walk & Train Services

Please provide as much notice as possible if your dog will be unavailable for a scheduled session.

Refunds, credits and rescheduling requests will be considered fairly, taking into account the circumstances and applicable booking conditions.

Cancellations by Easy K9

If Easy K9 needs to cancel or postpone a session due to weather, illness, safety concerns or unforeseen circumstances, we will contact affected clients and arrange an appropriate alternative, credit or refund as required.

Nothing in this policy excludes or limits your rights under Australian Consumer Law, including any applicable rights to a refund or other remedy.

3. Vaccination & Health Requirements

- All dogs must meet the vaccination requirements applicable to their chosen service.
- Clients must upload current vaccination documentation when requested.
- Updated documentation must be provided when vaccinations are renewed.
- Puppies attending Puppy School must meet the minimum vaccination and age requirements specified by Easy K9.
- Dogs must be free from contagious illness, including kennel cough, vomiting, diarrhoea or other infectious conditions.
- Dogs showing signs of illness must not attend training.

- Clients must notify Easy K9 of any injury, medical condition or medication that may affect their dog's participation.
- Easy K9 may request veterinary clearance before allowing a dog to participate.

4. Dog Behaviour & Suitability

The safety and wellbeing of all dogs, owners and trainers is our priority.

- Owners must disclose any history of aggression, biting, reactivity, fear or other significant behavioural concerns before attending.
- Dogs displaying behaviour that may compromise safety may be redirected to a more suitable service, including private training.
- Easy K9 reserves the right to modify a dog's participation or remove a dog from an activity where there is a reasonable safety concern.
- Participation in group training or socialisation classes does not guarantee that every dog will interact directly with other dogs.
- Dog interactions are managed at the trainer's discretion, based on individual behaviour, suitability and safety.

5. Owner Responsibilities

For owner-attended services, clients agree to:

- Maintain appropriate supervision and control of their dog.
- Follow instructions provided by Easy K9 trainers.
- Use suitable, secure collars, harnesses and leads.
- Keep dogs on lead unless specifically instructed otherwise.
- Wear appropriate footwear and clothing for outdoor activities.
- Clean up after their dog.
- Respect other dogs' space and avoid allowing uninvited interactions.
- Ensure children attending sessions are supervised by a responsible adult.

Owners must not use training equipment or handling techniques in a way that creates unnecessary risk to people or animals.

6. Socialisation Classes

Easy K9 Socialisation Classes are structured, supervised sessions designed to help dogs develop appropriate social skills and confidence around other dogs and people.

- Dogs will be assessed and managed according to their individual temperament, size, confidence and behaviour.
- Not all dogs will be suitable for off-lead interactions.
- Easy K9 trainers may interrupt interactions, separate dogs or remove dogs from an activity when necessary.

- Owners must remain present and actively supervise their dogs unless otherwise specified.
- Owners must follow trainer instructions regarding movement, handling and dog interactions.

Socialisation involves inherent risks, including rough play, collisions, scratches, bites and unexpected changes in dog behaviour. While Easy K9 takes reasonable precautions, these risks cannot be completely eliminated.

7. Private Training & Behaviour Modification

Behaviour modification is a process that requires consistency, management and ongoing commitment from owners.

- Easy K9 provides professional guidance and training recommendations based on the information available and the dog's behaviour during sessions.
- Owners are responsible for implementing agreed training and management strategies between sessions.
- Training outcomes vary depending on the dog's temperament, learning history, environment, health and owner consistency.
- Easy K9 does not guarantee specific behavioural outcomes or the complete elimination of unwanted behaviours.
- Owners must promptly disclose any new biting incidents, aggressive behaviour or significant changes in their dog's behaviour.
- Where appropriate, Easy K9 may recommend veterinary assessment or referral to another qualified professional.

8. Walk & Train Services

Walk & Train sessions involve an Easy K9 trainer handling and training a client's dog without the owner necessarily being present.

By booking this service, the owner authorises Easy K9 to:

- Collect their dog from an agreed location, including their home.
- Handle, walk, exercise and train their dog using appropriate equipment and training methods.
- Transport their dog in a vehicle to suitable training locations, including parks, beaches, walking tracks and public spaces.
- Return their dog to their home or another agreed location following the session.
- Select suitable training locations and environments based on the dog's needs.
- Adjust or discontinue activities if the dog becomes unwell, distressed or presents a safety concern.

Owners must provide accurate information regarding their dog's behaviour, health, handling requirements and any known risks.

Owners must also provide clear instructions regarding collection and return arrangements, including access to the property and where the dog should be safely secured.

Easy K9 will take reasonable care while the dog is in its custody.

9. Transportation of Dogs

Where transportation forms part of an agreed service, owners authorise Easy K9 to transport their dog in a vehicle.

- Dogs will be transported using appropriate restraints, crates or other suitable secure containment methods.
- Easy K9 will take reasonable care when loading, securing, transporting and unloading dogs.
- Owners must disclose any travel-related concerns, including motion sickness, anxiety, aggression or medical conditions.
- Easy K9 may change or discontinue transportation arrangements if safety concerns arise.
- Owners acknowledge that vehicle transportation involves inherent risks, including road accidents, sudden braking, breakdowns and unforeseen travel conditions.

10. Safety, Risks & Liability

Dog training, walking, transportation and socialisation involve inherent risks, including:

- Dog bites, scratches and injuries.
- Dogs pulling, lunging or moving unexpectedly.
- Slips, trips and falls.
- Collisions between dogs and people.
- Uneven ground, wet surfaces and outdoor hazards.
- Weather-related risks and environmental conditions.
- Vehicle transportation risks.
- Damage to clothing, equipment or personal property.

Clients acknowledge these risks and agree to follow reasonable safety instructions.

Easy K9 will take reasonable precautions to minimise foreseeable risks but cannot guarantee an environment free from all hazards.

Owners remain responsible for their dog's behaviour and control while the dog is in their care.

To the extent permitted by law, clients are responsible for loss or damage caused by their own negligence or failure to follow reasonable safety instructions.

Nothing in these terms excludes or restricts any liability or consumer guarantee that cannot lawfully be excluded or restricted.

11. Training Methods & Equipment

Easy K9 uses a range of training techniques appropriate to the individual dog, training goals and circumstances.

These may include reward-based training, marker training, play, management strategies, leash handling and other appropriate training techniques.

- Training methods and equipment will be explained where relevant.
- Owners are encouraged to ask questions if they are unsure about a technique.
- Equipment must be used safely and in accordance with trainer instructions.
- Easy K9 may recommend alternative equipment or handling methods where necessary.

12. Photography & Videos

Photos and videos may be taken during training sessions for educational purposes, progress monitoring or training feedback.

Easy K9 will seek appropriate consent before using identifiable images or videos of clients, their children or their dogs for public marketing, social media or promotional purposes.

Clients may decline promotional photography or video use without affecting their ability to participate in services.

13. Personal Information & Privacy

Easy K9 collects information necessary to manage bookings, payments, communication and safe training services.

This may include owner contact details, dog details, vaccination records, behavioural history and relevant health information about the dog.

Information will be handled in accordance with applicable privacy laws and will only be shared with service providers or other parties where reasonably necessary, authorised or legally required.

Payment information is processed through Stripe in accordance with its security and privacy practices.

14. Emergency Veterinary Care

If a dog becomes injured or unwell while in the care of Easy K9 and the owner is not present, Easy K9 will make reasonable attempts to contact the owner or nominated emergency contact.

Where urgent veterinary treatment is reasonably necessary and the owner cannot be reached, the owner authorises Easy K9 to arrange appropriate veterinary assistance.

Veterinary expenses will be the owner's responsibility except to the extent that Easy K9 is legally responsible for those expenses.

15. Changes to Services & Terms

Easy K9 may make reasonable changes to class locations, schedules, trainers or service arrangements where necessary.

Clients will be notified of significant changes affecting their existing bookings.

Updated Terms & Conditions may apply to future bookings. Changes will not retrospectively remove existing contractual or statutory rights.

16. Agreement

By booking or participating in an Easy K9 service, I acknowledge that:

- I have read and understood these Terms & Conditions.
- I have provided accurate information about myself and my dog.
- I understand that dog training and socialisation involve inherent risks.
- I agree to follow reasonable safety instructions provided by Easy K9 trainers.
- I understand that training results cannot be guaranteed.
- I accept responsibility for my dog while it is under my supervision and control.
- I authorise transportation of my dog where this forms part of an agreed service.
- I understand that my rights under Australian Consumer Law remain protected.

Easy K9

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