

STAY & TRAIN TERMS OF SERVICE

1. General Conditions of Service

Dogs are accepted into Stay & Train programs under the following conditions:

Behavioural Disclosure

Owners must fully disclose all behavioural issues, including but not limited to aggression, reactivity, anxiety, bite history, triggers, and handling requirements.

Failure to provide accurate and complete information may result in immediate termination of the program without refund.

Suitability

Not all dogs are suitable for Stay & Train. McKinnon's Dogwash and Grooming reserves the right to refuse or discontinue services if a dog presents an unacceptable safety or welfare risk.

2. Training Services

Program Structure

Dogs will receive structured training, handling, and controlled exposure exercises tailored to their individual behavioural needs.

Training Outcomes

Training results are not guaranteed. Outcomes depend on the dog, consistency, environment, and owner follow-through.

Training Tools & Handling

Owners acknowledge and consent to the use of appropriate training tools, handling techniques, and corrective measures as deemed necessary by McKinnon's Dogwash and Grooming.

These may include, but are not limited to, leads, long lines, muzzles, training collars, and physical guidance.

All methods are applied with the intention of achieving safe, effective, and humane outcomes.

3. Boarding Component

Dogs enrolled in Stay & Train are boarded on-site for the duration of the program.

All applicable Boarding Terms of Service also apply.

4. Health & Safety

Risk Acknowledgement

Owners acknowledge that behavioural training and handling carry inherent risks, including stress, behavioural escalation, and minor injury.

Veterinary Care

In the event of illness or injury where the owner cannot be contacted, you authorise McKinnon's Dogwash and Grooming to seek veterinary treatment. All associated costs remain the responsibility of the owner.

5. Payments & Fees

Payment Terms

Full payment is required at the time of booking to secure your dog's placement in the Stay & Train program.

Bookings are not confirmed until payment has been received. McKinnon's Dogwash and Grooming reserves the right to release or cancel any unpaid booking without notice.

Late or Failed Payments

Any failed, declined, or reversed payments must be rectified immediately. Additional fees may apply. Future services may be refused until outstanding balances are cleared.

Refund Policy

Stay & Train programs are non-refundable once commenced. Early withdrawal, early collection, or unused training time does not entitle the owner to a refund.

6. Program Changes or Termination

McKinnon's Dogwash and Grooming reserves the right to modify or terminate a Stay & Train program if a dog presents an extreme safety risk, welfare concern, or if undisclosed behavioural issues arise.

No refunds will be provided in these circumstances.

7. Liability for Injury to Other Dogs

While McKinnon's Dogwash and Grooming takes all reasonable precautions to ensure the safety of dogs in our care, the owner acknowledges that dogs are animals and that interactions, even when supervised, carry inherent risks.

In the event that a dog causes injury to another dog during the Stay & Train program:

- McKinnon's will assess the situation and take appropriate action to ensure safety
- The owner may be responsible for costs resulting from their dog's behaviour, particularly where prior behavioural history was not disclosed

McKinnon's Dogwash and Grooming is not liable for injuries resulting from:

- Undisclosed behavioural issues
- Unpredictable animal behaviour despite appropriate handling and supervision

8. Post-Program Responsibility

Once the dog has been returned to the owner, McKinnon's Dogwash and Grooming is not responsible for the maintenance, regression, or deterioration of training outcomes.

The owner accepts full responsibility for continuing training, reinforcement, and management of their dog's behaviour.

9. Handover & Follow-Up

Owners will receive guidance, instructions, and recommendations upon completion of the program.

Ongoing success depends on the owner's consistency and compliance with training advice provided.

10. Photography & Marketing Consent

By using our services, you grant McKinnon's Dogwash and Grooming permission to photograph and/or video your dog during their Stay & Train program.

These images and videos may be used for:

- Social media content (including Facebook, Instagram, TikTok, and similar platforms)
- Website content and online marketing
- Paid advertising campaigns (including but not limited to Facebook Ads, Google Ads, and promotional campaigns)
- Educational, training, and demonstration materials
- General business promotion and branding

You acknowledge that:


- All images, videos, and media remain the property of McKinnon's Dogwash and Grooming
- No compensation will be provided for the use of such media
- Your dog may be featured alongside other dogs, clients, or staff
- Content may be edited, reused, and distributed across multiple platforms and campaigns

If you do not wish for your dog to be photographed or recorded, you must notify us prior to the commencement of the program.

While all reasonable efforts will be made to honour this request, incidental inclusion (such as background footage or group settings) may still occur.

11. Communication

All bookings, enquiries, and communication must be made via our business phone line:

 0434 892 844

For current services and information, please visit:

 www.mckinnonsdogwashandgrooming.com

12. Client Acknowledgement

By booking, enrolling, or participating in a Stay & Train program with McKinnon's Dogwash and Grooming, you acknowledge and agree that:

- You have read, understood, and accepted these Terms of Service in full
- You have provided accurate and complete information regarding your dog's health, behaviour, and history
- You accept all risks associated with behavioural training, handling, and boarding, including but not limited to stress, injury, illness, or behavioural incidents
- You understand that training outcomes are not guaranteed and depend heavily on your ongoing involvement and consistency
- You accept full financial responsibility for any veterinary care, damages, or additional handling required as a result of your dog's condition or behaviour
- You agree to comply with all policies relating to payments, cancellations, and program requirements

You further acknowledge that failure to comply with these terms may result in:

- Immediate termination of the program
- Refusal of future services
- Additional fees or charges

Your booking, payment, or digital acceptance constitutes a legally binding agreement to these Terms of Service.