

Pup Passport Terms & Conditions

Welcome to Pup Passport! Pup Passport takes training into the real world. Sessions are held in public locations, so every adventure may be a little different.

Before your session

Please come prepared for the location, activity and weather. Bring **plenty of treats or a portion of your dog's closest meal**, water for your dog, poo bags and anything else you or your dog may need.

Please plan as though there will be no human toilet facilities available. Facilities may be available at some locations, but cannot be guaranteed.

Dogs must be appropriately vaccinated and well enough to participate. **Please do not attend if your dog is showing signs of infectious illness, including coughing, vomiting or diarrhoea, or if your dog is unwell, lethargic or limping.**

Please let My Pet Tutor know before attending if your dog's health or behaviour has changed in a way that may affect safe participation.

Dogs must attend on a secure, appropriately fitted collar or harness and lead. Please let us know beforehand if you are unsure whether your dog's equipment is suitable for the planned activity.

During your session

Dogs must remain on lead during structured Pup Passport activities unless the activity is specifically identified as an off lead activity.

Please ensure one person remains your dog's primary handler during the training activities. Owners are responsible for supervising and controlling their dog at all times and should follow reasonable instructions from the trainer.

Please do not give treats or food to anyone else's dog. Dogs may have allergies, dietary restrictions or individual training needs.

Please ask before allowing your dog to approach or interact with members of the public. Not everyone is comfortable around dogs, even when your dog is friendly.

Please pick up after your dog and take rubbish with you where bins are unavailable.

Every dog is an individual

Every dog has different needs, preferences and comfort levels. Please **assume that other dogs do not want to interact with your dog unless specifically advised otherwise.**

Pup Passport walks are structured training sessions and our aim is to have **no dog to dog contact while walking as a group.** Please maintain an appropriate distance and do not allow your dog to approach, greet or play with another dog during the structured session.

If an activity or environment is not suitable for your dog, we may recommend additional space, an alternative activity or sitting out part of the session. In some circumstances, we may recommend additional training before joining another group adventure.

Bringing family & friends

Bookings are **per dog, not per person**, so you are welcome to bring family members or additional support people at no extra cost.

We strongly recommend that **one adult remains responsible for handling and supervising your dog throughout the session**. If children are attending, where possible, we recommend bringing an additional adult so one person can focus on the dog while another supervises the children.

We understand this will not be possible for every family. Please let us know if this does not work for your situation and we can discuss what will work best for you.

Children remain the responsibility of their accompanying adult at all times. Each Pup Passport booking or credit covers **one participating dog**. Additional dogs require their own booking.

Public locations

Routes and activities may be adjusted on the day depending on weather, crowds, wildlife, other dogs, venue access or other conditions outside our control. My Pet Tutor may modify, shorten or cancel an activity where necessary for the safety and welfare of the group.

Some adventures may include opportunities to purchase food, drinks, parking or other items. These purchases are completely optional and are at your own expense.

Optional off lead activities

Some adventures may include an optional opportunity for off lead activity after the structured session. **Some off lead areas are unfenced.**

Please only allow your dog off lead if you are confident it is appropriate and safe for your individual dog and the environment at the time. You are responsible for considering your dog's recall, behaviour, health and surroundings. **Any decision to allow your dog off lead is made at your own risk.**

Public dog parks and off lead areas may contain dogs and people who are not associated with My Pet Tutor and whose behaviour cannot be controlled or predicted.

Arrival

Please arrive ready to begin at the scheduled start time. Many adventures involve a walking route, so the group may not be able to wait for late arrivals. If you are running late, please contact My Pet Tutor as soon as possible.

Cancellations & rescheduling

You are welcome to reschedule your booking to another available session with at least **2 hours' notice**.

Cancellations or rescheduling requests made less than 2 hours before the session, or failure to attend, will result in that session or package credit being forfeited.

If My Pet Tutor cancels a session, including because of unsafe weather or environmental conditions, your session credit will be returned so you can book another available adventure.