

1. In the event of Cancellations - we require 72 hours' notice .We do not offer refunds. We may offer to reschedule to a different available and suitable date.
2. All payment are made up front and on the day of booking. Initial consultation fees will be invoiced and must be paid within 24 hours prior to the consultation.
3. Positive Impact Dog Training & Behaviour (PIDT&B) reserves the right to cancel the contract (at any time & with immediate effect) if any dog/s under the contract do not respond well to the therapy plan and/or other dogs (where the continuing of said contract is deemed, by PIDT&B, to constitute a risk).
4. All dogs will be exercised on a lead during sessions/training walks unless prior agreement has been reached with PIDT&B and the disclaimer section of the contract has been signed.
5. The trainer will apply personal judgment and cut short a session/walk, if necessary, because of extreme weather conditions; including, but not limited to: excessive heat, torrential rain, thunder storms and snow/ice. The decision to do so lays with the judgment of the walker, for the safety of themselves, members of the public, other animals and that of the recipient. In such circumstances the decision to give a refund for that session (either complete or partial) is at the discretion of PIDT&B.
6. Although we cannot fully guarantee a 100% success rate with our training methods however we have a high success rate with previous clients who follow and practice our methods in the long term.
7. Our methods are rewards based however are never instant and take commitment from the client to work with their dog in the long-term.
8. All dogs that are known to bite other dogs or cause injury need to wear a muzzle, we take no responsibility for dogs who are not muzzled or kept under control, during our session or when working outside of our session. Failure to wear a muzzle when asked may result in termination of your support
9. PIDT&B carry comprehensive insurance (PetPlanSanctuary); however, any accident or injury during training sessions may not be covered if you have failed to use appropriate equipment or fail to follow all given advice.
10. Dogs must be always kept under control when we enter your premises. Failure to do so and any injury caused by your dog being out of control will be your full responsibility.
11. In some cases PIDT&B uses stooge dogs to aid training. You will be responsible for keeping your dog a sufficient and safe distance from the stooge dog and if asked will need your dog to wear a muzzle during these sessions.
12. You are happy for PIDT&B to share success stories about my dog via social media and share photos.
13. You are happy to write a testimonial if requested.

14. You agree to report/check in regularly about my dog's progress through either email, text, or by sharing on our Facebook page or respond to any communication from PIDT&B. Continual failure to do so can result in a termination of your support