

Terms & Conditions for Services Provided by Fur Get Me Not

I understand and agree to take part in services provided by Fur Get Me Not under the following conditions:

- Fur Get Me Not's mission is to improve the wellbeing and mental health of dogs. This means that we will always attempt to provide the right advice and type of service ensuring to never proceed in a way that we believe would be damaging to your dog's wellbeing. We are qualified behavioural trainers which means we will always put your dog's mental health first which may mean that our advice may be different from what you may have expected. This may include the following:
 1. We may move you and your dog from a group class into private training. If your dog is nervous, fearful or experiencing anxiety it is not appropriate for them to be enrolled in a group environment. We can help you address the underlying emotion through our private behavioural consultation package. Our priority is your dog's wellbeing. We believe that addressing your dog's mental health is far more important than tricks, manners or obedience. In fact, your dog cannot effectively learn if they do not have optimal mental health.
 2. During our Behaviour Consults we spend a lot of time making sure we really understand your dog. This includes taking a detailed history and understanding the dog's genetics as well as the learning and environment that your dog has been exposed to.
 3. If your dog is experiencing a behavioural concern, we may not do as much "training" as you may expect as we will be focused on addressing the underlying emotional state to ensure lasting change and effective assessment and treatment.
 4. We may refer you to a behaviour vet. Don't worry if we do as your time with us will have not been wasted. We have a relationship with a behavioural vet so that we can pass on our assessment and advice to, which means that you save money and don't repeat the process with them.
 5. We won't provide any quick fixes. Once a behavioural issue has developed there are, unfortunately, no quick fixes. No modern behavioural trainer should be recommending any quick fixes as this would just be a band-aid and potentially cause long term damage.
 6. We stand by our advice and if we believe it would be detrimental to your dog's mental health to proceed with any training or behaviour modification, we may require you to seek the assistance of a specialist to proceed.
 7. Unfortunately, dogs cannot sit down and tell us about their trauma, experiences or thoughts. This means treating behavioural issues can be complex and, although we can usually give a pretty accurate assessment of what we believe is going on and the best course of action early in the

assessment, at times this may change based on further information and how your dog specifically responds to our initial advice.

- During private training you will disclose all information regarding your pet's past and present. This information is vital to being able to fully assess your situation and make the correct assessment.
- If you have booked a private session or behaviour consult, you agree and understand that you are required to still [complete this pre-session questionnaire](#) to assist me in my preparation.

If you do not complete the required questionnaire above 24hours prior, this it will not allow us adequate time to prepare and we will need to re-schedule your appointment and the reschedule fee will apply.

- In exceptional cases we may offer you the opportunity to reschedule your private booking. You agree that you will incur a \$55 late cancellation/rescheduling fee, as other clients may have wished to book that time-slot and it is too late for us to arrange someone to take your place.
- We are considered a low to no risk of any virus spread due to the fact that we have always had a high level of infection control and been social distancing for years to help your dog be calm and focus. You can read our [Coronavirus policy here](#). The safety of you and your do is our highest priority. Which may mean that we need to make changes to how we do things and provide your service to ensure we continue to be low and no risk. Please note that we are a small business that needs to continue if it is safe to do so and this can be a good time for you to work on your dogs behaviour too whilst at home more. Our strict cancellation and refund policy will still apply if you are unable to attend. For classes you will be sent detailed homework notes and videos so that you don't miss out on content. For private training you can elect to have the session via Skype. If you would like to reschedule and avoid a rescheduling fee, we would need a medical certificate.
- You give permission for Fur Get Me Not to contact your designated GP Veterinarian(s) and Behavioural Veterinarian to give and request clinical histories with the purpose of ensuring everyone who sees your pet regularly is up to date with the recommended treatment plan.
- You recognise that there is some degree of risk attached to any behaviour training process. You have discussed any concerns you may have with Fur Get Me Not. You hereby absolve this facility, Cassandra Roland, and any Behavioural Vets recommended by Fur Get Me Not from all actions, arising directly or indirectly from services. You shall indemnify Cassandra Roland and/or any other party against any loss, damage or injury against which Cassandra Roland and/or any other party might suffer directly or indirectly as a result of your dog or yourself attending a

consultation, classes or private training sessions with Cassandra Roland or any Behavioural Trainer recommended by us.

- You accept responsibility for the actions and behaviour of any other people who attend the class, behaviour consultations or private training sessions.
- You recognise that in treating some behaviour cases the inclusion of ongoing support from a Qualified Behavioural Veterinarian in the treatment and diagnosis of your pet will increase the likelihood of a more favourable outcome. You understand that any Behavioural Veterinarian services are charged separately to the services booked at Fur Get Me Not.
- You understand that for the accuracy of case records, Cassandra Roland may voice and/or video record the full or parts of the consultation or class. This information remains in the possession of Fur Get Me Not and will only be used for training and reference purposes or referral to a Behavioural Veterinarian.
- You understand and accept that you will pay the full fee at the time of making an appointment or by the required due date on the invoice.
- Fur Get Me Not has a strict no refund or transfer policy for any services and/or products. If you are unsure if your dog is appropriate for a particular service, please contact us prior to booking. If there is a natural disaster or pandemic that effects our attendance or yours you will be either rescheduled or a video consult session, depending on what we deem appropriate. You can request a video session at any time.
- You acknowledge that any product recommendations are made with best of intentions based on anecdotal evidence and that Fur Get Me Not cannot make any guarantees as specific outcomes for your pets.
- You take full responsibility for my pet's behaviour prior to, during and after working with Fur Get Me Not.
- You acknowledge that you understand that poor weather or threat of poor weather may mean that the dates at the time of enrolment may change.
- You will ensure that your dog is always up to date with all vaccinations and worming schedules.
- You will advise us in advance if you or your dog is unwell.
- You understand that you will not be able to attend if your dog is on heat or you or your dog is suffering from a contagious illness.
- You understand that we do not allow play or direct interaction between puppies and/or dogs during our classes except in the case of playgroup.
- You understand that for our Adolescent and Adult Classes your dog must have had all of their vaccinations/titre testing prior to your dog attending.
- You understand that for Puppy School and Playgroup that your puppy must keep to their vaccine schedule. You cannot attend if your vaccination is due that day or overdue.

- You agree to let us know as soon as practical that you cannot attend a class, so that we are not waiting for you.
- You understand for classes that you must plan to arrive 10 minutes prior to the class start time and that if you are even a minute or two late you will be turned away.
- You agree to wear fully enclosed shoes during all training activities.
- You agree to stay in your car on arrival until you receive a text that it is okay to come in.
- You agree to check the age limits before enrolling in a class to ensure you are eligible for that class.
- You understand that classes are to teach your dog manners and/or tricks. Classes are not appropriate to address any behavioural concerns. You agree that you will not book a class if your dog is experiencing any behavioural concerns, you must speak to us prior to enrolling. This includes any issues with barking, destruction, hyperactivity, excessive friendliness, aggression, fear, anxiety and separation. [Here is an article we wrote to help you understand.](#)
- If we deem at any time that your dog is not appropriate for a class due to behavioural concerns we will offer you a credit for the remaining classes for private training and/or advice.
- You understand that classes may be delayed at times due to weather or unforeseen circumstances. You will receive a text message with as much notice as possible if a class needs to be rescheduled. You will not be offered a refund as your class will just be delayed to another date.
- If you selected a private session or behaviour consult to be in your home you have agreed to travel fee stated.
- You acknowledge that you have read these conditions and hold yourself bound thereto.