

Terms & Conditions for Services Provided by Fur Get Me Not and Whisper's Wellbeing Centre

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 and veterinarians which means we will always put your dog's mental health and physical health first which may mean that our advice may be different from what you may have expected. This may include the following:

All services

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. The safety of you and your dog 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 so that you don't miss out on content. For private training you can elect to have the session via phone or video. If you would like to reschedule and avoid a rescheduling fee, we would need a medical certificate.

You recognise that there is some degree of risk attached to any treatment or behaviour training process. You have discussed any concerns you may have with us in advance. You hereby absolve this facility, Cassandra Roland, staff, veterinarians and trainers from all actions, arising directly or indirectly from services. You shall indemnify all staff and the business and/or any other party against any loss, damage or injury against which you/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 any of our staff, veterinarians or trainers.

You accept responsibility for the actions and behaviour of any other people who attend the class, consultations or private training sessions with you.

You understand that for the accuracy of case records, we 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 Whisper's Wellbeing Centre and will only be used for training and reference purposes or referral.

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, instructor illness and other events outside of our control may mean that the dates and 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 training services if your dog is on heat or you or your dog is suffering from a contagious illness.

You agree to stay in your car on arrival until you receive a text that it is okay to come in.

You agree that any products you agree to purchase will be charged to your credit card on file.

You agree to always "err on the side of kindness" with all methods and interactions with your dog. This means you will not use any techniques or equipment that will cause your dog any pain, discomfort or fear. That means no shock, No pain, No choke, No fear, No physical force, No compulsion based methods are ever employed to train or care for your pets.

Group Training & Playgroups

You accept that Children under the age of 8 years are not permitted in any class. If you require a younger child, please contact us prior to making a booking to discuss how we may be able to accommodate this. If you do this after submitting a booking and we can not accommodate, you can not request a refund.

We may move you and your dog from a group class into private training. If your dog is nervous, fearful, overstimulated or experiencing anxiety it is not appropriate for them to be enrolled in a group environment. Please contact us prior to booking if your dog has any of these issues including barking at dogs and people. If we discover this for the first time when you show up to class we may have to send you home and it will be too late to refund you.

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.

You understand that we do not allow play or direct interaction between puppies and/or dogs during our classes except in socialisations when appropriate.

You understand that for our Community Manners & Perfect Manners Class your dog must have had all of their vaccinations/titre testing prior to your dog attending.

You understand that for Puppy School and Socialisation that your puppy must keep to their vaccine schedule. You cannot attend if your vaccination is due that day or overdue.

You understand that we do not offer "make up" classes if you are unable to attend a class. You will also not be entitled to a refund or transfer. This is regardless of the reason for your absence. You will be given notes of the class and the opportunity to ask your instructor questions if you attend another class. Depending on your class you may also be given access to an online version of the class to assist you in catching up.

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 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.

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.

You understand that attending socialisation is not an automatic entitlement. Socialisation is something that we offer as a bonus for some students from time to time and you may not be able to attend due to your dog's suitability, being booked out or we may cancel the sessions. You may be entitled to enrol in a maximum of five socialisations free of charge depending on your puppies suitability due to age or behaviour.

You can not attend a socialisation on the same day as a class as this is too much for young puppies.

You understand that if you do not show up to socialisation without advising us in advance (minimum 24 hours) you will forfeit that pass or fee.

You understand that if you cancel more than one socialisation reservation with less than 24 hours notice you will not be able to enrol in any further socialisations.

Behaviour Consults and Private Training

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.

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.

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 will help you get the most out of your session with them. You may be required to see a Behavioural Vet before we continue any of your pre-purchased sessions if we are concerned an anxiety disorder is inhibiting your dog's ability to learn and compromising their mental health. You will not be refunded if you do not follow this advice.

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.

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.

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. As such we can not offer any guarantees.

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.

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 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 may also be required to see a Behavioural Veterinarian before booking or scheduling further sessions.

You understand that in order to help you with your dog, we need to include all animals as part of the training and assessment in particular any other dogs living with you. If you have a dog in your house that has any current behavioural issue, we will need to assist you with this in a Behaviour Consult before doing any basic training or manners with any other dogs in your household.

No children under the age of 16 years of age are permitted to attend or be present for an initial Behaviour Consult. We may be able to make an exception depending on your dogs behaviour and your individual circumstances. You must request this prior to booking, if you request this after your booking we will not offer a cancellation or refund if we can't meet your request.

No travel fee for sessions at our Training Centre or via Zoom but sessions only available limited times.

Additional Charges for Behaviour Consults & Private Training:

- \$150 per additional dog as more time will either need to be added or additional session scheduled
- If you would like us to write a detailed assessment and history to send to a Behavioural Vet or Vet this will cost an additional \$150 to provide this report (unless you have purchased the Anxious or Reactive Dog Package). In most cases this will usually save you a minimum of

1 hour of Behavioural Vet time (if you work with one of our recommended Behavioural Vets). Each additional dog incurs an additional \$50 for this report.

- Unfortunately, we cannot provide ongoing support and advice between sessions. You can request an additional phone consultation which is charged at \$20 per 15 minutes (applies to any client).
- Travel fee applies for in home sessions. You are required to have a minimum of one in home session unless you are more than 90 minutes' drive from either Rocklea or Miami. Travel fee is calculated at \$3.00 per kilometre. This is only charged one way to your home from either Rocklea but is per in home session.

If you selected the session to be in your home. You agree to the travel charges being charged directly to your credit card.

You acknowledge that you have read these conditions and hold yourself bound thereto.