



**DOT DOGS Dog Owner Training  
Pet Parent Responsibility Contract  
Puppy School & Dog Behaviour Training  
Terms and Conditions  
AGREEMENT FORM**

We want everyone to enjoy your puppy and dog training experience with DOT DOGS Dog Owner Training. To do this we ask you to commit to the following to keep you, your dog and our classes a safe and happy learning space, with public safety being the most important aspect. We promote responsible pet ownership following all current laws relating to the Animal Act and Dog Act under Victorian State Government legislation.

**Please read and agree to the following terms and conditions (Agreement form [Word document] will be sent in a separate attachment):**

Booking Conditions and Payment Terms:

All bookings require payment in advance, paid in full 48 hours before commencement of service - booking will be automatically confirmed upon receipt of lesson fee in our account &/or banking transaction copy: send to [dotdogsinfo@gmail.com](mailto:dotdogsinfo@gmail.com)

Cancellation Policy:

Individual Appointments: Client cancellations of individual appointments will incur a non-refundable fee of \$25.  
Urban Dog Skills: Client cancellations of Urban Dog Skills classes will incur a non-refundable fee of \$20 if notification of cancellation is less than 24 hours before appointed class time.  
Puppy School: Client cancellations of Puppy School program will incur a non-refundable fee of \$100. This fee covers of administration and resource provision costs. Clients keep access to their received Puppy School resource kit. This fee applies in COVID-restriction and non-COVID situations.

Full payment will be due if the client and their pet is not available/present at the agreed time/place for the appointment.

Rescheduling Policy:

No fee is incurred for rescheduled appointments. 24 hours notice, or earlier where possible, is required for rescheduling.

Payment Process:

Direct Deposit to: BankWest BSB 306-453 Acct No. 0221326  
All deposits to include your invoice number as directed in your DOT DOGS/XERO invoice email.

Property Access (Private lessons):

The owner/occupier of the property gives permission for "DOT DOGS" to enter the premises of the client at the agreed appointment time.

Pet & Behaviour Requirements:

- ADULT DOGS: The owner's pets are currently registered with the council of residence.
- PUPPIES: Council guidelines request that puppies are to be registered from 3 months of age.
- The owner declares that the animal has NO previous history of aggressive behaviours to people or dogs, including any bite incidents, & has not been declared a dangerous dog before any Council or Regulatory body.
- If there is a history or the dog has been declared Dangerous the owner agrees to disclose all relevant information.
- We will work with any fearful/reactive/bite history/aggression cases in individual behaviour training lessons.

- All dogs with a behaviour history of reactivity to people/dogs and/or a bite history to people/dogs will be temperament evaluated before joining any group class. Their class participation can be revoked at any time by the DOT DOGS Trainer, and returned to our individual behaviour modification support program.

#### Pet Health History:

- The owner's pets have up to date vaccinations, are wormed and flea treated.
- The owner agrees to disclose all relevant information regarding the pet's health history in order for "DOT DOGS" to provide the best service.
- The owner agrees that the animal's veterinarian is able to disclose any relevant information pertinent to the animal's health and safety in the event of illness or accident.

#### Privacy:

- Personal details are only available to employees of "DOT DOGS".
- The image of the owner's pet may appear on the DOT DOGS website and social media pages.
- Please circle NO in the client agreement section at the end of this document if you do not wish to participate in this process.

#### Damages:

- DOT DOGS staff will always take due care and precautionary measures while the owner's pet is in their care.
- In the event of the owner's pet causing any damage or injury to any persons/property/other animals the pet owner will be held responsible for and will be personally liable for all repairs and damages.

#### The Carer:

- We reserve the right to refuse or cancel a booking/s at any time, with any animals, on any grounds. Should a booking be cancelled under these circumstances all monies paid in advance will be refunded for those day for which services have not been provided.

#### In the Event of Unforeseen Circumstances:

- The owner of the pet agrees to cover all costs in relation to, but not limited to, taking the pet to the veterinary clinic, retrieving a pet at large from the shelter/council/pound. The pet owner agrees that "DOT DOGS" has the right to use their discretion in relation to engaging any services in the owner's absence and to invoice accordingly.

#### COVIDSafe Plan:

- All clients to follow the COVIDSafe Plan guidelines and instructions during the DOT DOGS lesson appointment.
- QR code check in required in class settings for contact tracing processes as per Victorian Government COVID Regulations
- Stay away from class if feeling unwell or with any symptoms. Get COVID tested and confirmed negative before returning to the class space.
- Approved fitted facemask to be worn appropriate to current COVIDSafe guidelines, unless falling in the categories of lawful excuses or exceptions for not wearing a facemask.
- Bring your own training equipment. No sharing of equipment.
- Maintain safe social distance (1.5m) throughout lesson, where possible.
- Wear an approved fitted facemask where social distance cannot be maintained.
- DOT DOGS will provide disinfectant for hand cleaning and any equipment cleaning required.

### Client Form and Temperament Questionnaire:

- All clients are to complete client form and temperament questionnaire prior to attending any classes or appointments.
- This Form will be sent in a separate Word document for you to complete and return in Word doc format.

### Client Responsibilities:

- All lessons require payment in advance; cancellations will incur a non-refundable fee of \$25.
- Class contract to be completed and returned to DOT DOGS prior to your appointment or class.
- Current pet vaccination details to be received by DOT DOGS prior to your appointment or class. An image of vaccination certificate details may be forwarded by email or text.
  
- Follow your DOT DOGS Trainer instructions.
- Give your dog your FULL attention in class.
- Be your pet's advocate – keep them safe and socially acceptable.
- Keep your dog on leash unless instructed to by your DOT DOGS Trainer.
- Work in your own zones (circle of space for success) away from the other dogs.
- You control where your dog can go and who they can greet (people & other dogs).
  
- Follow the **SAFE HELLO** rules for dogs

<b>YES</b>	<b>NO</b>
✓Calm	✗Excited
✓Nose to Tail	✗Nose to Nose
✓Loose and Wiggly body language	✗Staring, Stiff or Still (NEUTRAL) body language
✓Moments <1,2 or 3 seconds	✗Too long >1,2 or 3 seconds
✓Moving past at a safe space(from your own zone)	✗Too close (in their zone)
  
- Have both hands free to work successfully and safely with your dog – a bum bag for treats will help here.
- No mobile phone use while working with your dog.  
NOTE: If you need to use your phone – remove yourself and your dog from the class space.
- Use a flat collar &/or harness, and long flat lead only. Ideal leash length is 1.8m long.  
No retractable leads, check chains, prong or shock collars are to be used.
  
- Remove your dog to a safe space if the following occur:
  - Growl
  - Cornered
  - Escalated
  - Stiff, Still and Staring body languageWhenever your DOT DOGS Trainer requests that you do
  
- Assess why these behaviours have occurred and help your dog to succeed with training support from your DOT DOGS Trainer