

BOOKING CONDITIONS

Payment is your booking confirmation, they take priority and must be done at least 48h in advance. There are no reserved bookings unless paid for, this is to avoid no shows and last minute cancellations. A receipt of the paid booking must be provided on the training day if the transfer hasn't gone through yet or if the trainer asks for it.

CANCELLATION POLICY. Any cancellations or rescheduling must to be done at least 48h in advance before the booking commences.

There are no refunds for any changes/cancellations made less than 48h in advance. NO EXCEPTIONS. Prepaid training sessions and packages are non-refundable.

Bookings can not be passed on or sold to third parties without an agreement from Eazy Dog Training.

There are no refunds or catch up lessons for the bookings missed or cancelled by the client unless the session is cancelled by the organiser/trainer or cancelled within Eazy Dog Training cancellation policy.

This includes all reasons such as change of mind/forgetting the booking/sickness/injury/scheduled operations/work/trips/decision to return or rehome the dog etc. Please consider carefully when committing to a training session or training package.

Training a dog is a commitment that requires consistency and effort and we need our clients to be as committed to it as we are to helping them. Otherwise, we are all just wasting our time, money and effort. I recommend avoiding and limiting high-risk activities and areas such as dog parks and interactions with strange dogs during the training if you wish to avoid missing out due to kennel cough and other easily transmitted diseases.

If you can not make it to your booked session with us, **you can either send someone else with your dog, come and take notes without your dog if your dog is unwell and/or study online at home if possible.**

By paying the booking fee, the client commits to the booking and accepts all the conditions and ensures that their dog is suitable for the

service booked. There are no refunds for bookings that do not suit the service, if in doubt, contact Eazy Dog Training first to confirm.

All bookings are for one dog only, if you require training for multiple dogs, contact Eazy Dog Training first to confirm.

Behavioural issues such as separation anxiety, general anxiety, reactivity and aggression will always require private behavioural training at your own home/neighbourhood regardless of the dog's age.

Puppy training visits are for puppies up to 20 weeks of age and will include only basic training and education suitable for puppies such as toilet training, puppy biting, independence training, basic commands sit, down, stay, come, basic leash manners etc.

The client understands that they are solely responsible for their dog's behaviour during the training and for any damages/injuries caused by their dog.

The trainer must be provided with accurate information and history of the dog's behaviour, especially if there has been any previous concerns, issues, incidents, anxiety or aggression towards other people, dogs or animals. Any allergies or health conditions must be informed before the training commences.

The client understands that the trainer will provide high-value training treats, such as cheese, chicken, green tripe etc. that might cause a stomach upset if it's new to the dog's diet. This is very rare! Most dogs are completely fine with small amounts of these kind of treats. The owner can provide their own treats too and should do so if the dog is on a special diet.

Areas we service

Any areas in the Inner West Sydney and Sydney city areas within 10 km, including these and any areas near these:

Alexandria, Annandale, Arncliffe, Ashfield, Balmain, Bellevue Hill, Belmore, Birchgrove, Bondi, Bondi Junction, Botany, Burwood, Canterbury, Camperdown, Centennial Park, Cabarita, Campsie, Chifley,

Clovelly, Concord, Coogee, Croydon Park, Darlinghurst, Dover Heights, Double Bay, Drummoyne, Dulwich Hill, Eastlakes, Elizabeth Bay, Earlwood, Enfield, Erskineville, Eveleigh, Five Dock, Glebe, Haberfield, Haymarket, Homebush, Hurstville, Kingsford, Kingsgrove, Kogarah, Leichhardt, Lakemba, Lillyfield, Little Bay, Malabar, Maroubra, Marrickville, Mascot
Matraville, Mortlake, Newtown, Moore Park, Paddington, Pagewood, Petersham, Point Piper, Port Botany, Potts Point, Randwick, Ramsgate, Rockdale, Rodd Point, Rose Bay, Rosebery, Russell Lea, Sans Souci, Stanmore, St Peters, Strathfield, Summer Hill, Surry Hills, Sydney Olympic Park, Tamarama, The Rocks and other city areas, Ultimo, Wareemba, Waterloo, Watson's Bay, Wolli Creek, Woollahra.

We do not travel to areas such as Parramatta, Liverpool, Pennant Hills or other areas that are more than 15 km from Sydney City. If in doubt if we service your area, please contact Eazy Dog Training first to confirm.

Bookings might be cancelled or rescheduled due to unexpected changes such as the trainer getting sick, COVID restrictions etc. These changes will be informed via email and text/call for private training clients, please add my email address **info@eazydogtraining.com** as a safe contact to your email list.

If the session is cancelled by the trainer, a refund will be provided. If rescheduled, a new date will be provided, it would be the next available time as soon as possible.