

Terms and Conditions
Halo Pups Dog Training and Behaviour

1. Cancellations - 24 hours' notice is required. Charges may be applied (for up to the entire period that has been cancelled) if the required notice period is not given.
2. All payments are subject to a monthly payment plan however initial consultation fees will be paid via bank transfer within 24 hours prior to the consultation.
3. Halo Pups 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 Halo Pups to constitute a risk).
4. All dogs will be kept on a lead during training sessions after prior agreement has been reached with Halo Pups and the disclaimer section of the contract has been signed.
5. The trainer will apply personal judgment and cut short a session 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 trainer 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 Halo Pups.
6. Although we cannot fully guarantee a 100% success rate with our training methods, we have a high success rate with previous clients who follow and practice our methods in the long term.
7. Our methods are all force free however, are never instant and take effort and 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 programme.
9. Halo Pups carry comprehensive insurance (Protectivity) 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 Halo Pups 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 Halo Pups to share success stories about your 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 your dog's progress through either email, WhatsApp, text, or by sharing on our Facebook page or responding to any communication from Halo Pups. Continual failure to do so can result in a termination of your programme.

I.....agree to the above terms and conditions.

Signature.....

Date.....