



Terms & Conditions V10-24

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Our terms and conditions are largely set up to ensure safety for all dogs and handlers. Please ensure that you have read them and understand them. We are more than happy to answer any questions you may have.



Parking

- Please park in the designated spots.
- Please reduce your speed when in the training grounds and be aware of the possibility of children and off lead dogs.

Leads

- ALL puppies and dogs are to be on lead at ALL times unless instructed otherwise by an instructor or assistant.
- Please ensure that your lead is of a suitable quality and not likely to break. If you are unsure, please ask an instructor or assistant.
- Excessively long leads, chain leads and retractable leads are strongly discouraged. A suitable lead is leather or webbing 90cm - 120cm length.

Collars/Chains

- ALL puppies and dogs are to be wearing a collar/half-check/harness at ALL times unless instructed otherwise by an instructor or assistant.
- Please ensure that your collar/half-check/harness is of a suitable quality and not likely to break. If you are unsure, please ask an instructor or assistant.
- Prong collars and electric shock collars are NOT allowed. Half-check collars for puppies are permitted, but a normal collar is preferred.

Training Equipment

- Under NO circumstances are puppies or dogs allowed on any of the training equipment/obstacles unless under the direct supervision of an instructor or assistant.
- Please ensure that children attending the classes are made aware that none of the training equipment is to be played upon/with.

General

- Control of your dog remains your responsibility at all times. Please prevent your dog from creating a disturbance or provoking other dogs.
- Only able-bodied adults are permitted to handle dogs unless prior arrangement has been made with management.
- Please ensure that any mess your dog makes is cleaned up as soon as possible – we request that you bring your own plastic bags to training for this purpose. Should you forget, we do have bags available.
- Please refrain from smoking, eating and drinking during classes and please use the rubbish bins and ashtrays provided.
- Children attending classes are required to be supervised by an adult at all times – we strongly advise that this adult is additional to the person handling the puppy/dog.
- Dogs not enrolled in classes are not allowed on the premises (exception of instructor's and assistant's dogs – refer next section).
- Please do not enter areas either clearly marked as "No Entry" or into closed areas unless so invited by an instructor or assistant.



Healthcare

- Vaccinations must be current and administered by a licenced veterinarian on an official practice card detailing vaccine batch numbers.
- Puppies require two multi vaccinations prior to admission, with the latest one being administered by a licenced veterinarian. Should a puppy be precluded from classes due to this requirement, owners are welcome to attend the class without their puppy (to receive the full content of the course) while the puppy is unable to join.
- Dogs that are ill, injured or on heat are not permitted to attend classes. We are unable to offer a refund for lessons missed in this regard - owners/handlers are however welcome to attend to keep up with class content.
- Please ensure that your puppy or dog is suitably protected against internal and external parasites at all times.

Benching/Crating of Dogs

- Dogs are NOT to be benched i.e. tied to a pole - they must rather be crated.
- Please crate your dogs in a shaded area. If your dog is to remain in your car, please ensure that the car is shaded and that there is no doubt as to the comfort and wellbeing of the dog.
- Should your dog bark or whine excessively when they are crated, please make alternate arrangements.

Interaction with Other Dogs and People

- No on-lead socialising. Please respect the personal space of other dogs and puppies – do not allow your puppy or dog to barge into another puppy or dog’s space. Repeated incidents will result in non-admission with no refund of fees paid.
- Please exercise good sense around crated dogs.
- Please do NOT feed another person’s puppy or dog without asking permission first. Should you be denied permission please do not be offended. Teaching a dog to accept food from a stranger is a very bad habit and there might be allergy concerns.

Adverse Weather/Class Rescheduling

- In most cases we have undercover areas, so in adverse weather classes go ahead UNLESS we contact you to the contrary to reschedule a lesson.
- In exceptional situations the dates and times of classes are subject to change, due to circumstances beyond our control. In such cases we will do our utmost to accommodate handler’s needs.

Cancellation Policy, Refund & Notice Structure

- Course cancellation more than 7 days prior to start of course 100%
- Course cancellation less than 7 days prior to start of course 50%
- Course cancellation during course 25% (less lessons attended or elapsed)
- A cancellation is deemed as any change to the originally booked dates, times or location, with written notice from the client. Lessons elapsed prior to notice cannot be refunded. Lessons not attended due to client’s scheduling/circumstances or dog illness/heat cycles cannot be refunded. We will do our utmost to accommodate circumstances outside of the client’s control but are limited in this respect as we are unable to fill spaces in classes once the course has commenced.
- On-going monthly classes are billed and payable until such time that client advises non-attendance in the month before this occurs. We cannot credit billing in arrears.
- Private lessons cancelled within 24 hours of the scheduled time will be charged at 100% - no exceptions.

Missed Lessons

- We cannot offer make-up lessons or refunds for lessons missed by the client – in this instance we will do our utmost to assist the client in catching up during the remaining lessons and in some situations we are able to provide videos covering the missed content.



Indemnity

Persons enrolling their dogs agree that:

- By enrolling my dog in McKaynine classes I acknowledge the inherent risks associated with dog training.
- I understand that participation in these classes involves potential risks to my dog, myself, my property, any minors in my charge and any persons accompanying me during classes.
- I accept full responsibility for being in control of my dog at all times while present at any McKaynine facility. I will ensure that my dog is properly controlled and I will follow all instructions provided by McKaynine staff.
- I further acknowledge and accept that my dog's behaviour, both during and after classes, is my sole responsibility. I will take appropriate measures to prevent any harm or damage caused by my dog to other participants, their dogs or their property.
- In consideration of being present at a McKaynine facility, I hereby agree to indemnify and hold harmless McKaynine, its staff and agents, from any and all claims, liabilities, damages, expenses or losses, including but not limited to personal injury, property damage or any other harm, that may arise as a result of my dog's participation in the classes or due to my failure to control my dog.
- I understand and accept that this indemnity extends to any minors in my charge and any persons accompanying me during classes. I recognize that it is my responsibility to ensure their safety and to inform them of the risks associated with dog training.
- By submitting an enrolment for my dog, I affirm that I have read and understood this indemnity declaration and I voluntarily agree to its terms and conditions as well as the McKaynine Terms & Conditions referred to above.
- I hereby release McKaynine from any liability related to my dog's behaviour and I undertake full responsibility for any consequences thereof.
- I understand that repeated failure to adhere to the training ground rules will result in non-admission to the training grounds with no refund of training fees.



Our aim is to make your training experience productive and enjoyable.

The rules are in place for this reason.

Enjoy your training!

