



TERMS & CONDITIONS

Alix & the Pack

SERVICE FEES

Client agrees to pay Trainer the service fee within seven days of the invoice being sent after each session.

DOG'S HEALTH

Client warrants that Dog is physically fit and in good health, and free of fleas, parasites and infectious diseases. Client has an active Insurance for their dog that covers medical expenses.

DEFINITION

1. Agreement means the quotation, acceptance and the following terms and conditions.
2. Work or works means behaviour consultation, private training, Structured Training Walks and group classes. It may also describe other services such as administrative, training meetings and other tasks which are necessary in the creation of the program.
3. Alix & the Pack means Alix & the Pack and it can also extend to Alexandra Sharp & Natalie Buhl-Nielsen.
 - a. The Client means the individual who requested the work.

COPYRIGHT

All material, both text and images included in documents are the property of Alix & the Pack.

Alix & the Pack holds copyright of all work created.



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PHOTO RELEASE

Client grants to Trainer, and/or its representatives and employees, the right to take photographs of Client's Dog, and to copyright, use and publish the same in print and/or electronically. Client agrees that Trainer may use such photographs of Client's Dog with or without my name and for any lawful purpose, including, for example, such purposes as publicity, illustration, advertising, and Web content.

DOG TRAINING SERVICES

Trainer agrees to provide private lessons for Client and Dog on a lesson-by-lesson basis, the goal being to teach Client how to train and work with Dog. Trainer will make every reasonable effort to help Client achieve training and behavior modification goals but makes no guarantee of Dog's performance or behavior as a result of providing professional animal behavior consultation. Client understands that he/she and members of the household must follow Trainer's instructions without modification, work with dog daily as recommended, and constantly reinforce training being given to Dog.

STRUCTURED TRAINING WALK SERVICES

Client agrees to have Dog collected for Structured Training Walk between the hours of 11am and 3pm. If Client has a preference for time at which Dog is collected, Trainer will do their best to accommodate that but will not be able to guarantee.



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REFUND POLICY

There are no refunds for Single Private Sessions or any Courses we offer at Alix & the Pack.

CANCELLATION POLICY

If Client fails to give at least 24 hours cancellation notice, or is not present at time of scheduled appointment, session fees are still due. For a package deal, the session will still be counted as one session.

RELEASE OF LIABILITY AND INDEMNIFICATION

Client expressly acknowledges and understands that Trainer's services will be provided in an environment where certain hazards may exist, including, but not limited to, debris in the training area, other animals and their owners, training equipment, water, and other natural hazards. Client expressly agrees to indemnify and hold harmless Trainer and Trainer's agents and to pay all losses and damages suffered or incurred, and to defend and indemnify Trainer and Trainer's agents from any claims, demands, lawsuits, losses, costs or expenses, including attorney fees, arising out of or in connection with the provision of Trainer's services to Client and/or Dog.

If Dog causes property damage, or bites or injures any dog, animal or person (including but not limited to Trainer and Trainer's agents), during or after the term of this Agreement, then Client agrees to pay all resulting losses and damages suffered or incurred, and to defend and indemnify Trainer and Trainer's agents from any resulting claims, demands, lawsuits, losses, costs or expenses, including attorney fees. If Dog is injured in a fight or in any other manner during or after the term of the Agreement, Client assumes the risk and agrees that Trainer should not be held responsible for any resulting injuries, losses, damages, costs or expenses.