



Client Profile Form

Pawrus® Animal Behaviour Clinic, Singapore

Phone: +65 8223 9340, www.pawrus.com.sg

Your Name _____ Dog's Name _____

Your Address _____ Postal Code _____

Day Phone # _____ Alternate Phone # _____ Cell Phone # _____

Email _____

Dog's Breed Type _____ Dog's Age _____ Dog's Sex _____

Your Vet's Name _____ Has dog been spayed / neutered? _____ When? _____

Does your dog have physical limitations or medical problems? Y / N What? _____

Is the dog on medication now? Y / N What? _____

Do you have a physical limitation we should allow for Y / N What? _____

List other family members including pets: _____

How did you hear about us?: GOOGLE FACEBOOK INSTAGRAM YOUTUBE WEBSITE OTHER _____

Were you referred by a friend?: YES NO IF YES, WHO? _____

Dog was acquired from (circle): PET SHOP SHELTER BREEDER OTHER _____

Age of dog when acquired _____ How long have you had this dog? _____

Have you had any previous dog training experience with any dog? When/Where:

What did you like most about that training? _____

What do you want to accomplish with this training? 1. _____
2. _____ 3. _____

List cues (commands) your dog can do reliably: _____

Approximate % of time dog is: Inside _____%, Outside _____%, Without humans _____%, Tied _____%

About how many minutes each day do you: Walk your dog on leash - _____mins,

Play with your dog - _____mins,

If you've had previous dogs: What did you like about them? _____

What you like least about them? _____

What do you like best about this dog? _____

What concerns you most about your relationship with this dog? _____

How often, when and what does your dog eat? _____

Does your dog have a food allergy? Y / N Please explain _____

IMPORTANT - Please Circle traits which apply to your dog:

- | | | | |
|--------------------|--------------------|--------------------|------------------|
| GROWLS | SHY | FEARFUL | GUARDS FOOD/TOYS |
| PUSHY | BITES | DESTRUCTIVE | MOUTHY |
| EXCESSIVE ENERGY | DOMINANT | AGGRESSIVE | NOISY |
| TOO ATTACHED TO ME | WON'T LISTEN TO ME | NOT GOOD W/ PEOPLE | NOT GOOD W/ DOGS |
| URINE MARKS | OTHER | OTHER | OTHER |

NONE OF THE ABOVE APPLY TO MY DOG

Briefly explain trait(s) circled:
.....

Anything else we should know about your dog?

SERVICE AGREEMENT

Please read these Service Agreements (collectively known as 'Agreement') carefully. By engaging Pawrus, you acknowledge what you have read, understood, and agree to be bound by the Agreement.

Service Agreement (General)

1. PARTIES

- a) Pawrus Pte. Ltd. ('Pawrus') is a company incorporated in the Republic of Singapore with the Unique Entity Number (UEN) 201424069N and its registered address at 352 Clementi Avenue 2 #01-117 Singapore 120352.
- b) Services are any duty or labour performed. This may be but not limited to professional advice, courses, lessons, consultations, cases, projects, meetings, sessions etc.
- c) Students are persons who have enrolled for any courses with Pawrus.
- d) Clients are persons who have engaged Pawrus for any Services or purchased anything from Pawrus.
- e) For the purposes of contracting, a Minor is a person under the age of 18. A Guarantor above the age of 18 is required whenever a Minor enters a contract with Pawrus as Students or Clients.
- f) Students and Clients can be used interchangeably.

2. PROFESSIONAL CONDUCT

- a) Please carefully consider your schedule, commitment to learning and your pet before enrolling or registering for our Services. By enrolling or registering, you are reserving a space in one of our programs, which is intentionally limited. It is our practice to take on a small number of students and clients at any one time so that each of them can receive the best individualised attention from our staff.
- b) Students must do all their learning at Pawrus and abide to the Pawrus Student Code of Conduct.
- c) Pawrus wishes for all staff and teachers to be treated in a manner deemed respectful by us, and for any behaviour that causes disruption and/or distress to others to be avoided.
- d) Students and Clients must adhere to the policies and procedures set out in our Safe Management Procedures document and any other Safe Management Procedures required by the Authorities from time to time.
- e) Pawrus reserves the right to change or cancel scheduled lessons.
- f) Pawrus reserves the right to change the instructor of a lesson or staff performing the Services whenever it deems necessary.

3. QUOTATION

- a) Valid for 3 days from the quotation date.

4. REGISTRATION

- a) One or Multiple Invoices ('Invoice') will be raised, which will include one or all the following elements:
 - i. Registration Fees
 - ii. Course / Term Fees that the Student(s) are enrolled in.
 - iii. Service Fees that the Client has engaged for.
 - iv. Required Equipment for Services.
 - v. Services that the Client has requested for, including its Expiry Date ('Expiry'), number of rescheduling opportunities, Payment Due Date, Penalty Interest ('Interest') for late payment and other relevant information.

5. PAYMENT

- a) Partial Payment ('Deposit') is considered as a reservation or intention to complete your enrolment.
- b) If a Deposit is received and the Balance Payment ('Balance') is not received within the next 90 days, the Deposit is entitled to be forfeited completely. Items reserved with a Deposit may not be removed or downgraded.
- c) Full payment must be received at least 24 hours before your first session to successfully confirm your enrolment. Once Full payment is made, the Student or Client must send an e-mail to sales@pawrus.com.sg or Text Message to (+65) 82239340 with a screenshot containing the transaction reference number and amount as proof of the transaction being completed.

- d) If there are Fees that are not made by the due date, we reserve the right to exclude you and/or your pet from Services and charge Interest on these late fees, of which its numerical values are stated in 7a). We regret to inform you that non-compliance with these terms may result in the student not having access to Services and the place being released for the wait list. Our Fee schedule is available online and in Pawrus Campuses ('Campus'). Pawrus reserves the right to review and amend the fees at any time and without prior notice.
- e) Payment is accepted via the following methods:

- **Cash**
Singapore Dollars (S\$) only.

- **Cheque**
Singapore Dollars (S\$) only.

Cheques should be made crossed to Pawrus Pte. Ltd.

- **PayNow**
Singapore Dollars (S\$) only.

Unique Entity Number (UEN): 201424069N

Beneficiary Account Name: Pawrus Pte. Ltd.

For PayNow, you can scan the QR code that is placed on the campus reception or enter our UEN.

- **FAST Bank Transfer**
Singapore Dollars (S\$) only.

Bank Name: Oversea-Chinese Banking Corporation Limited

Beneficiary Account Name: Pawrus Pte. Ltd.

Beneficiary Account Number: 609178470001 (SGD)

SWIFT Code: OCBCSGSG

Bank Code: 7339

Branch Code: 609

Bank Address: 65 Chulia Street OCBC Centre Singapore 049513

- **Visa / Mastercard / GrabPay / PayPal**
Singapore Dollars (S\$) or United States Dollars (US\$).

if Invoice Amount is S\$500 or more, there will be an additional 5% surcharge payable in Cash by the Client and / or Student before Enrolment is confirmed. Pawrus does not benefit from this. This surcharge is applied to compensate for any additional amounts charged by the payment processor listed above.

PayPal Account: biz@pawrus.com.sg

- f) Payments should in all instances reference the student or client's full name. Failure to do so may result in the payment being unidentified, the account remaining outstanding, and the student not being admitted to lessons or client being denied access to Services.
- g) Pawrus will not accept any liability for cash or cheques left at the Campus, given to teachers or any other persons not authorised to receive these monies.

6. RATES

- a) Our Professional Rates ('Rates') can be found on our Website.
- b) You agree to pay all Rates as they are listed. From time to time, modification or revisions to such Rates may be applicable and you agree to pay such revised Rates as and when they are modified without prior notification. If a Service exceeds the normal limits of our Rates, you will be notified accordingly before the Services are to be conducted or invoiced.

7. PENALTY INTEREST FOR LATE PAYMENT

- a) The Interest for late payment is 10% per annum.
- b) You agree to pay all Interest on any late fees if they are not made by the due date.

8. TRANSFER

- a) No Transfer of Lessons or Packages to another Pet, Client or Student is allowed.

9. CHANGE IN LOCATION

- a) Services may be performed at any location, including but not limited to the Client's Home ('Home'), Campus or any other location relevant to the conduct of such Services.
- b) If a Change in Location is requested by the Client or Student during the Services, the Client or Student agrees to any prevailing additional charges to be applied and paid for before the remaining number of sessions left with regards to the conduct of such Services can be scheduled and / or conducted. Refusal to pay the additional charges shall result in the remaining sessions being forfeited with no refund.

10. ENROLMENT

- a) Subject to the fulfilment and verification of 5c), Students or Clients will receive an Enrolment Message confirming their Successful Enrolment ('Enrolment') to the Services and any other relevant information. Any omission of such information required for the completion of such Enrolment may result in a delay or inability to facilitate such Enrolment, and Pawrus shall not be held responsible for any of such costs or losses incurred either directly or indirectly.

11. VALIDITY, EXPIRY & EXTENSIONS

- a) Single Sessions are Valid for 14 days from the Date of Enrolment. Courses are Valid for up to 18 months from the Date of Enrolment. The Expiry of your Program can be found in your Invoice. Any Services which are not booked before the Expiry will be forfeited.
- b) We strongly recommend that you keep track of all dates which are relevant to the Services that you have signed up for. It is your responsibility to complete the Services that you have signed up by Booking & Attending Services before the Expiry. We are not obligated to send any reminders, manually or automated, to remind you of these dates or to provide you with any extensions beyond the Expiry. Any Uncompleted Services past the Expiry will be forfeited. No refund of fees will be made for Uncompleted Services.
- c) Depending on the Program, extension fees are levied at S\$800/month and offered in exceptional circumstances only, on a case-by-case basis.

12. REFUND

- a) Payments are strictly non-refundable once received and you have been enrolled into the system.
- b) There is strictly no pro-rating of fees except for students joining Pawrus for the first time during the middle of a term.
- c) If your pet is unable to complete the Services due to a medical condition which is verified by a Licensed Veterinarian ('Vet') by the Singapore Veterinary Association (SVA) during the term of your Services, you will receive a 50% discount from the paid value of your remaining sessions towards a future Services purchase. This will be valid for 6 months from the Report Date.

13. WITHDRAWALS, CANCELLATIONS & RESCHEDULING

- a) Should a student decide to discontinue lessons, 1 calendar month notice is required. No refund of fees will be made for withdrawal from Pawrus.
- b) If a lesson is cancelled due to the sickness of the teacher, a health epidemic or any other seen or unforeseen event, Pawrus will endeavour to reschedule the lesson. This may be on a different day or time or both from when the lesson was originally schedule and might involve an extension to the term time dates. No refunds will be made in this case.
- c) Requests to reschedule to another timeslot must be made at least 72 hours before the next scheduled lesson. If you are unable to put in a request at least 72 hours before the next scheduled lesson, that lesson will be forfeited, and the full fee will be charged.
- d) You can reschedule each individual lesson once for any reason, subject to the maximum number of rescheduling opportunities stated in your Invoice. Any subsequent rescheduling requests will be denied.

14. MAKE-UP

- a) Make-up lessons are offered on a goodwill basis for student absences in the form of rescheduling opportunities, and are applicable in the following circumstances only:
 - **Human Illness**
One additional rescheduling opportunity is allowed if a Medical Certificate (MC) from a Licensed Medical Practitioner ('Doctor') by the Singapore Medical Council (SMC) is produced in lieu.
 - **Pet Illness**
One additional rescheduling opportunity is allowed if a Medical Certificate (MC) from a Vet by the Singapore Veterinary Association (SVA) is produced in lieu.
- b) To qualify, please submit these mandatory supporting documents to wecare@pawrus.com.sg for our consideration. Submission is subject to a case-by-case assessment; and the submission of such necessary documents is not to constitute as an indication or approval for the request for Make-up lessons.
- c) Make-up lessons are only allowed according to the schedule set by Pawrus.
- d) Only students who have paid for the following course/term/services fees in full can enjoy the option of makeup lessons.
- e) No changes are allowed after the make-up lesson appointments are made.
- f) Make-up lessons will be forfeited if students do not turn up or cancel on the appointment lesson.
- g) Pawrus reserves the right to charge the full fee of the Make-up lessons if the students do not turn up or cancel.
- h) No advance make-up lessons will be allowed.

15. LOW ENROLLMENT

- a) Low enrolment occurs when there are insufficient students to conduct a Service.
- b) If low enrolment occurs, we will either call or email you at least 1 day before Services is scheduled to begin to inform you.
- c) If a lesson is cancelled or postponed due to low enrolment, we can either transfer you into an Alternative Timeslot or Program or offer a Full Reimbursement of Fees.

16. EQUIPMENT USE

- a) Students are strongly recommended to purchase and use the Pawrus Training or Grooming Equipment necessary for their Lessons. They can use Training or Grooming Equipment purchased elsewhere provided always that it is approved by the Instructor for use in their respective Programs.
- b) Students must always use their own equipment and are not allowed to use the Equipment in the Campus for their Lesson. The use of any Campus Equipment will be charged at the rate of S\$50 per Lesson.

17. PICK UP AND DROP OFF FROM LESSONS: BOUNDARY OF RESPONSIBILITIES

- a) Pawrus's responsibility for pets begins only when the pet is delivered to the classroom when a teacher or staff is present in the room. Pawrus is not responsible for pets if they have been dropped off outside the building, nor if they are left unattended anywhere on Campus.
- b) All pets are the responsibility of Pawrus for the duration of the lesson only. Before and after lesson is the responsibility of the parent/caretaker.
- c) All pets are to be collected from the Campus. Under no circumstances are pets permitted to wait on the street or without shelter from the elements.

18. ACCIDENT WAIVER AND RELEASE OF LIABILITY

- a) All care will be taken by Pawrus however Pawrus accepts no responsibility for injury or loss to person or property howsoever caused and without limiting the generality of the foregoing damage or injury resulting from or caused by any negligence of the principal, instructors, or other employees of Pawrus. The parent on behalf of themselves and their pet and/or the student agrees that Pawrus, and their directors, board members, officers, employees, volunteers, agents, representatives, or assigns or any persons authorised by Pawrus shall not be liable or responsible for any and all liability, including, but not limited to, any accident or personal injury sustained or suffered by themselves, the pet and/or the student, or for any damage to property however caused while the pet, client or student is participating in any activity connected to the Pawrus programme.
- b) The Parent/guardian on behalf of themselves and their pet and/or the student shall defend, hold harmless, and indemnify Pawrus parties from and against all losses, claims, damages, costs or expenses (including reasonable legal fees, or similar costs) in connection with any action or claim brought or made (or threatened to be brought or made), for, or on account of

any injuries or damages, received or sustained by themselves and/or their pet and/or the student or clients arising during the course of any Pawrus Services, including but not limited to the violation of any rights of another person or entity; or your breach of any statutory requirement, duty or law.

- c) Physical contact may be necessary by members of the teaching faculty for learning. If you have any concerns regarding this matter, please contact us.
- d) The Parent/Guardian and/or the student certifies that their pet and themselves are physically and emotionally fit and sufficiently prepared for participation in any Services and that there are no health-related reasons or problems which would preclude the participation of themselves or their pet and/or the student in any activity.

19. MEDICAL EMERGENCY AND NEEDS

- a) In case of need, and if the parents or clients cannot be contacted to give consent, the teacher in charge may authorise the medical examination of the pet or human, the calling of further medical or specialist advice or the removal of the pet or student to the veterinary clinic or hospital, all the expenses thereby incurred to be met by the Student or Client.

20. USES OF IMAGES, VIDEO, AUDIO, REPORTS AND MEDIA RELEASE

- a) Photography, videography, or voice recording and release of lessons or any Services by students or clients are not allowed unless prior permission has been obtained by the teacher or the content has been cleared for such purposes. Any unauthorised recording will result in the expulsion from Pawrus or Termination of our Services with immediate effect with no refund.
- b) From time to time, we record lessons or professional work to be used for internal review, media, and academic release. Attendance of any Pawrus Services is acceptance of the copyright, usage, and publishing of your pet's and/or your name, photograph, written work, voice, video recording in academic works, brochures, websites, social media, videos or other promotional materials deemed necessary. - Please advise if your pet/you are not to be included in any photos/videos.
- c) From time to time, we will need to send a report detailing your pet's behavioural history and diagnoses to your attending veterinarian or any other relevant personnel as required. Attendance of any Pawrus Services is proof of permission to perform this communication. - Please advise if you do not want your report to be sent to any/selected parties.

21. PARTICIPATING IN COMPETITIONS

- a) Students who compete shall register in the school's name of "Pawrus" or "Pawrus Dog Training Academy" or "Pawrus Pet Grooming Academy" for national and international training and grooming competitions. They shall in no circumstances compete under any other school, academy, or institution's name while they are a student of Pawrus (students can represent other schools for other categories if notification is given to Pawrus before enrolling with our school and the Managing Director gives consent).

22. COMMUNICATIONS

- a) In line with our goal to use less paper and conserve the environment, we distribute our information electronically via e-mail, our Facebook, Instagram, YouTube, TikTok or our website. For this to work effectively, we need you to read the bulletins and newsletters as soon as they are received. Please inform us of any changes to mailing address, e-mail address or contact numbers for us to be able to contact you, especially in an emergency.
- b) Please ensure that the e-mail address wecare@pawrus.com.sg or any other e-mail relevant from time to time is saved to your list of contacts and does not end up in your spam folder. We also recommend that you follow our Social Media Channels below as we will use these channels to disseminate photos and videos from our lessons or services.

- **Facebook**

Pawrus Group - <http://fb.me/pawrusgroup>

Pawrus Animal Behaviour Clinic, Cat & Dog Training Academy -

<http://fb.me/pawrusanimalbehaviourtraining>

Pawrus Pet Grooming Academy & Studio - <http://fb.me/pawruspetgrooming>

- **Instagram**

Pawrus Group - <https://www.instagram.com/pawrusgroup/>

- **YouTube**

Pawrus Group - <https://www.youtube.com/@PawrusGroup>

- TikTok
Pawrus Group - <https://www.tiktok.com/@pawrusgroup>

23. ZERO TOLERANCE TOWARDS ABUSE

- Our Staff are extremely passionate about their work and come to work to make an honest living by caring for humans and their pets. It is thus important for all members of the public, students, and clients to treat our staff with courtesy and respect in the course of their work, which will be mutually reciprocated in kind.
- In line with the rest of Pawrus and to ensure that this is fully observed, we have a Zero Tolerance Towards Abuse policy. This means that aggressive or violent behaviour towards our staff or any member of the public will not be tolerated under any circumstances.
- Anyone giving verbal or physical abuse to members of the public or staff, either in person or over the telephone or via text, will be sent a letter from the Managing Director advising that this behaviour will not be tolerated and notifying them that further reports with the Authorities may be lodged in full. Any severe or future violation of this policy will result in the removal from the Client or Student list and ban from any future Services. There will be no appeal or reinstatement process.
- We feel sure that you will understand that proper behaviour is necessary for our staff, the public and the pets that we care so much about; and that non-observance will not be accepted.

24. SUSPENSION AND TERMINATION

- Pawrus reserves the right to suspend or terminate any Student's or Client's Services including deleting their personal information at any time and without prior notice if they fail to comply with any of the terms without assigning any reason or giving any notice.

25. PERSONAL DATA PROTECTION

- The Personal Data Protection Act 2012 (the "PDPA") establishes a general data protection law in Singapore which governs the collection, use and disclosure of individuals' personal data by organisations.
- The Pawrus Data Protection Notice is part of this Agreement, the latest version which is available on our website.

26. NOTICES

- We reserve the right to amend these Terms and Conditions at any time. All amendments to these Terms and Conditions will be posted online. Continued use of our Services will be deemed to constitute acceptance of these new Terms and Conditions.

27. SEVERABILITY

- If a provision of this Agreement is or becomes illegal, unenforceable, or invalid in any jurisdiction, it shall not affect (1) the enforceability or validity in that jurisdiction of any other provision of this Agreement, or (2) the enforceability or validity in other jurisdictions of that or any other provision of this Agreement.

28. LEGAL RIGHTS

- Pawrus reserves all legal rights, including the right to commence legal proceedings with regards to the enforcement of the Agreement.

29. WAIVER

- No waiver of any rights or remedies by Pawrus shall be effective unless made in writing and signed by an authorised representative of Pawrus.
- A failure by Pawrus to exercise or enforce any rights conferred upon us by this Agreement shall not be deemed to be a waiver or variation of any such rights or operate so as to bar the exercise or enforcement thereof at any subsequent time or times.

30. NO THIRD PARTY RIGHTS

- A person who is not a party to this Agreement shall have no right whatsoever under the Contracts (Rights of Third Parties) Act (Cap. 53B) to enforce this Agreement or any of its terms.

31. DISPUTE RESOLUTION

- a) Any dispute arising out of or in connection with this agreement must be submitted for mediation at the Singapore Mediation Centre (SMC) in accordance with SMC's Mediation Procedure in force for the time being. Either/any party may submit a request to mediate to SMC upon which the other party will be bound to participate in the mediation within [45 days] thereof. Every party to the mediation must be represented by [senior executive personnel, of at least the seniority of a Head of Department] or its equivalent, with authority to negotiate and settle the dispute. Unless otherwise agreed by the parties, the Mediator(s) will be appointed by SMC. The mediation will take place in Singapore in the [English] language and the parties agree to be bound by any settlement agreement reached.

32. COVID-19 REGULATIONS

- a) Coronavirus disease (COVID-19) is an infectious disease caused by the SARS-CoV-2 virus. Most people who fall sick with COVID-19 will experience mild to moderate symptoms and recover without special treatment. However, some will become seriously ill and require medical attention. The COVID-19 pandemic is a serious public health issue and necessary precautions are warranted to safeguard the health of our pets, humans, and community.
- b) Staff, Students, Clients, and their pets must abide to a minimum distance of 1m between one another and avoid spending time in crowded places or groups when interacting. For humans, face masks are highly recommended to be worn, except for essential circumstances such as breathing, eating, drinking, photography, and videography, et cetera. Upon completion of the essential circumstance, face masks must be re-worn quickly. For pets, face masks should not be worn.
- c) Pawrus Staff are routinely tested for COVID-19. Any Staff who test positive for COVID-19 or is a close contact of someone who has tested positive for COVID-19 will be put on Medical Leave and will neither meet Students and Clients nor provide Services. Pawrus Staff can resume Services provided that a COVID-19 test is administered at least one calendar day before the scheduled Service and that the test result is negative.
- d) Students and Clients who test positive for COVID-19 or is a close contact of someone who has tested positive for COVID-19 are not allowed to attend any lessons conducted by Pawrus or bring their pets for any Services with Pawrus.
- e) Students and Clients have the responsibility to inform Pawrus at the soonest possible moment that they test positive with COVID-19 or is a close contact of someone who has tested positive for COVID-19.
- f) If Pawrus Staff, Students, Clients are suspected of contracting COVID-19, they will be isolated and made to perform a test. If it is positive, they will be sent immediately to the nearest medical facility or home, whichever is appropriate.
- g) Rescheduling opportunities will be allowed if a Medical Certificate (MC) or Memo from a Licensed Medical Practitioner ('Doctor') by the Singapore Medical Council (SMC) is produced in lieu.
- h) Students and Clients can resume their lessons and bring their pets for Services with Pawrus provided that a COVID-19 test is administered at least one calendar day before the scheduled Service and that the test result is negative.
- i) Please note that failure to disclose your COVID-19 status, false submission of COVID-19 test results and refusal to take any COVID-19 tests is a criminal offence. Pawrus will not hesitate to take the necessary action to report anyone who is found to have contravened the above to the relevant authorities.

33. FORCE MAJEURE

- a) In the event of either party being rendered unable, wholly or in part, by force majeure, to carry out its obligations under this Agreement, it is agreed that on such party giving notice of such force majeure in writing to the other party with reasonable promptness after the occurrence of the caused relied on then the obligations of the party giving such notice so far as they are affected by such force majeure shall be suspended during the continuance of any inability so caused but for no longer period, and such cause shall, so far as possible be remedied with all reasonable dispatch. The term force majeure as employed herein mean acts of God, strikes, lockouts, or other industrial disturbances, acts of the public enemy, wars, blockades, insurrections, riots, epidemics (including Severe Acute Respiratory Syndrome (SARS), avian influenza A (H5N1), swine flu (H1N1), Middle East Respiratory Syndrome (MERS), coronavirus (including COVID-19) or such related or mutated forms), landslides, lightning, earthquakes, fires, storms, floods, civil disturbances, governmental regulations and any other cause whether of the kind herein enumerated or otherwise not within the reasonable control of the party claiming suspension, all of which by the exercise of due diligence and pursuant to the performance of obligations under this Agreement such party is unable to prevent.

34. GOVERNING LAW AND JURISDICTION

- a) This Agreement shall be governed by the laws of the Republic of Singapore and the Parties hereby submit themselves to the jurisdiction of the Singapore Courts.

Service Agreement (Behaviour & Training)

1. APPEARANCE

- a) Students must wear minimally a T-shirt with knee-length shorts when handling animals. Students are strongly advised to wear long pants to minimise injury caused by or arising from contact with animals.
- b) Students must wear their hair neatly for all lessons.

2. TRAINING CONDUCT

- a) Pre-Training Checks and Public Health:
 - i. Before Services are performed, your pet would be subject to a pre-training check. All pets must be vaccinated with their core vaccinations before being allowed on Campus. Please keep your pet vaccinated and dewormed for the health and safety of other pets and humans at the Campus and report immediately to the Instructor if any of this information has lapsed and require updating. We take public health violations seriously, so dishonestly will not be condoned and if found, immediate Termination of Services with no refund will be executed.
- b) Punctuality in Appointments:
 - i. We request all Clients to be punctual and arrive at least 10 minutes before the appointment time.
 - ii. If a Client arrives more than 15 minutes late for their appointment time, we reserve the right to cancel the appointment and remove that customer from future Services.
 - iii. If a Client no-shows, they will be immediately and permanently banned from our Services.
- c) Respectful Handling:
 - i. Animals are sentient beings and are not toys to be laughed at or ridiculed for your amusement or entertainment. Please handle them positively and properly in the manner as it is taught while in Services with our Instructor. Any intentional disrespect or abuse to animals will not be condoned.

— This Agreement was last updated on 28 January 2024 —

I have read, understood, and agree to the policies written above.

Full Name _____ Full Name of Guarantor (if applicable) _____

Signature _____ Signature of Guarantor (if applicable) _____

Date _____ Date (if applicable) _____