



Terms & Conditions: Calm Dog Calm Home

Prior to making any booking, please read the information provided on [the website](#) to ensure that the **Calm Dog Calm Home program** is suitable for you and your dog. If in doubt, please contact [caniAmis](#).

Booking & Fees:

- Bookings for **Calm Dog Calm Home** may be conducted online via [the website](#).
- All payments must be made in advance of the initial behaviour consultation.
- Payment can be made online by PayPal or credit/debit card.
- Where an instalment payment is defaulted, access to all aspects of the program will be terminated with immediate effect without notice.

General Terms & Conditions

The following definitions apply to these General Terms & Conditions:

- The **Provider** is **caniAmis** or their representatives.
- The **Client** is **you**, the dog owner.
- The **Provision** is the training and/or advice received by the **Client** from the **Provider** in respect of the **Dog**.
- The **Dog** is your dog or dogs that fall under the service being offered.
- The **Third Party** is anyone else who takes care of your dog, including, but not limited to, family members, dog walkers, doggy day care centres.
- The **Company** is **caniAmis**.

- The **Provider** will make every reasonable effort to support the **Client** in achieving agreed training and behaviour goals.
- The **Client** will make every reasonable effort to follow the guidance and advice offered by the **Provider** and to encourage any other family members or **Third Party** responsible for the dog to follow the same guidance and advice.
- The **Client** accepts that the **Provider** makes no guarantee of improvement in behaviour of the **Client's Dog(s)** as a result of the **Provision**.
- The **Client** expressly acknowledges that the **Provider** cannot be held responsible for any losses or damages suffered or incurred as a result of the **Provision**.



Cancellation Policy:

- **The Client** has a 14 day cooling-off period in which to cancel the booking and be refunded, so long as services have not already been provided.
- In all cases, The **Provider** reserves the right to refuse a refund.

Privacy Policy:

- The **Provider** guarantees that data collected from the **Client** will not be sold on to other parties. For comprehensive details of this policy, please refer to the [Privacy Policy](#).

Use of Images and Feedback:

- Images and/or videos of the **Client's Dog(s)** and/or feedback provided by the **Client** about the **Provision**, the **Provider** and/or the **Company** may be used in training and promotional material including, but not limited to, leaflets, flyers, social media posts, or on the **Company** website.
- By agreeing to these terms and conditions, you also agree to images and feedback being used in this way. If you do not wish your dog or your comments to be used in marketing, please advise the **Provider** or their **Representative** as soon as possible.