

Puppy School Terms & Conditions

Weston Creek Veterinary Hospital

Weston Creek Veterinary Hospital is committed to providing quality care and services to you and your pets, this policy outlines the obligations by you in respect of how our Puppy School Classes are managed.

Classes

We offer both Puppy and Juvenile classes here at Weston Creek Veterinary Hospital.

- Puppy Pre School is designed for puppies under 15 weeks of age at the commencement. This class is run by Luke Liddell, DELTA Accredited trainer from Dog Savvy A.C.T it runs for four weeks on a Wednesday evening and costs \$135.00 (current at 29.8.2023)
- Juvenile Class is for puppies 5 – 18 Months in age. This class is run by Luke Liddell, DELTA Accredited trainer from Dog Savvy A.C.T it runs for five weeks on a Friday evening and costs \$160.00 (current at 29.8.2023)

Attendance

Prior to the commencement of your registered class you will receive a confirmation pack with all class information, it is your responsibility as the pet owner to arrive at the correct time and day and follow all instructions/requirements given by the trainer.

For any reason that you do not meet these requirements or it is requested that you no longer attend the class our refunds and cancellations section will be followed.

If you will be unable to attend a class, we require 24 hour's notice, in some circumstances we may be able to offer an alternate class. However if notice is not received and it is simply a no show an alternate class will not be an option.

Training Equipment

To ensure you receive the most out of these classes please ensure you come suitably prepared, that includes but not limited to the following;

- Please wear enclosed footwear
- Dog poo bags to clean up any mess
- Leash and collar (as advised by the trainer)
- Treats

Children Attending

We appreciate children wanting to attend and help with training the new family member, however we do ask the below is followed in order for the sessions to benefit all attendees.

- Children under the age of 8 will require supervision from an adult other than the person responsible for the puppy.
- Children aged 9-12 may attend with the one adult, however the adult remains the one responsible for the puppy.
- Children 12-16 may attend and be responsible for the puppy during the class, however will need an adult present.

In order for the class to be as effective as possible for all puppies we request where possible to limit the number of attendees.

Bookings

To check availability of classes and scheduled times please contact our friendly reception team, they will be able to assist in booking you into a class.

Full payment is required at time of booking to secure a place in the class.

Cancellations

All cancellation requests must be made in writing to info@wcvh.com.au and require a minimum of 7 days' notice.

Refunds

You will receive a full refund where you request to cancel enrolment prior to commencement of a class. The following conditions will apply; outside of the notice period a full refund of amounts paid will be made. Within the notice period a refund will only be provided if your place can be filled by another customer.

Once a class has started there will be no refunds granted.

Partial refunds may be offered if the trainer is forced to cancel a session and an alternate time cannot be secured.

If it is requested by the trainer that you and your puppy no longer attend a class due to noncompliance of the requirements and instructions given during the classes, you will receive a refund for the remaining unattended class only.

Any exceptions to the above Refunds are at the discretion of the trainer and the management of Weston Creek Veterinary Hospital.

Policy Updates

This Policy may change from time to time and is available on our website.

Puppy School Policy Complaints and Enquiries

If you have any queries or complaints about our Puppy School Terms & Conditions Policy please contact us at:

Weston Creek Veterinary Hospital
200 Badimara Street
Waramanga ACT 2611
admin@wcvh.com.au
(02) 6288 4944