

Bait Aversion Pty Ltd

Terms & Conditions

1.1 Training Information

Training outlines and information on Bait Aversion Training for Dogs are available at:

- www.baitaversion.com.au
- On request by email info@baitaversion.com.au or phone (0475 781 588)
- Other training www.snakeavoidance.com.au and www.animalark.com.au

Bait Aversion Pty Ltd reserves the right to substitute or amend the product used on any course at any time.

1.2 Privacy Policy

Bait Aversion Pty Ltd endeavour to protect client details. Bait Aversion Pty Ltd will not disclose your personal information to any other party without your consent.

1.3 Training Procedures

Bait Aversion Pty Ltd maintains high professional standards in the delivery of training services and safeguards the interests and welfare of clients. We maintain a learning environment that is conducive to the success of participants.

Bait Aversion Pty Ltd has the capacity to provide adequate facilities and use methods and materials appropriate to the learning process.

1.4 Complaints Procedure

Complaints may potentially arise regarding the service provided by Bait Aversion Pty Ltd. Any complaint will be taken seriously and dealt with as soon as possible in order to resolve the issue.

1.5 Access and Equity

Bait Aversion Pty Ltd has a legal and moral obligation to provide an environment free from discrimination based on age, sex, race, disability, religion, political conviction,

sexual preference, medical or criminal history. Bait Aversion Pty Ltd respects the rights and beliefs of all staff, consultants and participants with whom they may enter into a learning partnership.

1.6 Fees and Charges

Bait Aversion Pty Ltd Cancellation and Refund Policy is designed to safeguard the fees of all participants (see below). All courses must be paid in full prior to the commencement of the course.

All cancellations or variations to course bookings must be received in writing. Non-attendance at any course will incur an administration cost equivalent to the full course cost. An alternate dog may be substituted prior to the commencement of the course at no additional cost. There is no refund to participants who do not attend their scheduled appointment.

Bait Aversion Pty Ltd reserves the right to cancel any course. Should this occur, the payee is entitled to a full refund or re-schedule of training (if available) at no extra charge. Bait Aversion Pty Ltd will not be liable for any claims arising from course cancellation.

1.7 Cancellation, Variation and Refund Policy

All cancellations or variations to course bookings must be received in writing.

To cancel, vary or change a booking:

- 8 working days' notice are required to enable a full refund.
- For notice of between 3 and 7 working days a 50% fee will be incurred.
- Any cancellation, variation or change less than 2 working days prior to booked course will incur full costs.

No refunds will be given if a participant fails to attend as booked.

Bait Aversion Pty Ltd reserves the right to cancel any course. Should this occur, the payee is entitled to a full refund or re-schedule of training (if available) at no extra charge.

Bait Aversion Pty Ltd will not be liable for any claims arising from course cancellation.

1.8 Occupational Health and Safety

While present at course venues, we ask that clients and participants:

- Are responsible for their actions;
- Encourage others to maintain a safe and healthy environment;
- Co-operate with Bait Aversion Pty Ltd staff in the promotion of safety and health in the workplace;
- Report any unsafe conditions that come to their attention;
- All participants must sign a liability waiver form.

1.9 Behaviour

Bait Aversion Pty Ltd reserves the right to counsel and in extreme circumstances refuse any person from continuing the course if they display inappropriate or disruptive behaviour. Or if they believe a dog is unsuitable for the Bait Aversion training.

Bait Aversion Pty Ltd staff & personnel will in the initial instance advise the individual of the inappropriate behaviour which could include but is not limited to disruptive individuals, anyone displaying a reluctance to participate or anyone attempting to encourage other participants into obstructive behaviour. If following such counselling the individual continues their disruptive behaviour, they will be asked to leave the course and premises.

If an individual is abusive, appears under the influence of banned substances, alcohol or threatens other participants or Bait Aversion Pty Ltd personnel they will be asked to leave the premises.

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