

Cancellation Policy

Once your course booking has been confirmed, no refunds will be issued. Transfer to another class may be allowed depending on availability.

Full payment for in-home consultations will be expected if the appointment is cancelled on the day of the consultation, without rebooking.

If a cancellation is made after a booking has been confirmed, you will be invoiced a \$35.00 cancellation fee. This fee will be deducted from the cost of any future consultation rebooked within 30 days.

Training Policy

We do not support the use of choker or chain collars, and as such these are not permitted. A soft collar and 120cm leash is recommended for all training sessions. Some dogs may benefit from the use of other training equipment, which may be demonstrated to you, and available for purchase.

Any handouts and documentation supplied remain copyright to Custom Companions and may not be further copied or published without our express permission.

All group training classes are to be booked and paid for in advance. Your booking will only be held as definite if payment has been received.

All dogs attending group training sessions are required to have, and show proof of, current immunisation. Puppies require at least the first vaccination, adult dogs require a C5 vaccination

Privacy Policy

Custom Companions will protect the privacy of your personal information and are bound by the Information Privacy Principles set out in the Information Privacy Act 2000 (Vic) and the National Privacy Principles set out in the Privacy Act 1988 (Commonwealth)

Custom Companions will, during the course of our consultations and training courses, collect and use personal information. This information about your dog and yourself, such as name, address or other relevant details, will be added to our internal data storage systems and will not be shared with, or disclosed to, any external party, in accordance to the Privacy Acts, except where compelled by law.

Custom Companions may at times discuss your dog's behaviour and progress with your Veterinarian, with your permission, to ensure you are getting the best results and assistance.