

# Terms & Conditions

## 1.1 Private and Public Course Information

Course outlines and information on Animal Ark Snake Avoidance Training for Dogs and Animal Ark Pty Ltd private and public courses and other educational services are available:

- On our websites [www.snakeavoidance.com.au](http://www.snakeavoidance.com.au) and [www.animalark.com.au](http://www.animalark.com.au)
- On request by email [info@animalark.com.au](mailto:info@animalark.com.au) or phone (08 9243 3044).

Information for Animal Ark Pty Ltd training courses is made available to the client requesting the course. Participants should refer course information queries to their employer. Animal Ark Pty Ltd reserves the right to substitute or amend the livestock used on any course at any time within our licensing conditions.

Further information relating to Department of Biodiversity, Conservation and Attractions (DBCA) Parks and Wildlife Service licensing and Animal Ark Pty Ltd issued certification is available where requested. Generally Animal Ark Pty Ltd certificates are given to all participants on successful completion of training courses. A pdf file copy of such certification is then emailed to the client upon completion.

## 1.2 Privacy Policy

Animal Ark Pty Ltd endeavour to protect client and participant details. Any information you provide may be disclosed where appropriate, to relevant persons and organizations for the purpose of confirming training details. Animal Ark Pty Ltd will not disclose your personal information to any other party without your consent. All attendants whose email addresses have been gathered by Animal Ark Pty Ltd will be sent our Newsletters unless otherwise advised. It is easy to unsubscribe at any time from receiving these update and information newsletters.

## 1.3 Client Support

Animal Ark Pty Ltd will where possible provide training and support services that meet learners' individual needs regardless of their age, gender, culture and background or disability.

Participants with language, literacy or numeracy issues should notify Animal Ark Pty Ltd so that we may provide assistance where practicable.

Animal Ark Pty Ltd recognizes that some participants require more assistance than others. Entry criteria and pre-requisites are outlined. An outline of total costs, certificates to be obtained and course objectives are available upon request

## 1.4 Training and Assessment Procedures

Animal Ark Pty Ltd maintains high professional standards in the delivery of training services, and safeguards the interests and welfare of participants and clients. We

maintain a learning environment that is conducive to the success of participants.

Animal Ark Pty Ltd has the capacity to provide adequate facilities and use methods and materials appropriate to the learning and assessment needs of clients and participants.

Animal Ark Pty Ltd ensures that trainers are suitably skilled and are sensitive to the cultural and learning needs of participants.

## 1.5 Complaints Procedure

Complaints may potentially arise with participants and/or clients regarding the service provided by Animal Ark Pty Ltd. Any complaint will be taken seriously and dealt with as soon as possible in order to resolve the issue.

## 1.6 Access and Equity

Animal Ark 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. Animal Ark Pty Ltd respects the rights and beliefs of all staff, consultants and participants with whom they may enter into a learning partnership.

## 1.7 Fees and Charges

Animal Ark Pty Ltd Cancellation and Refund Policy is designed to safeguard the fees of all participants (see below). All publicly run courses must be paid in full four working days prior to the commencement of the course or earlier if confirmation of a place is to be guaranteed.

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

Animal Ark 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. Animal Ark Pty Ltd will not be liable for any claims arising from course cancellation.

## 1.8 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 fully participate in a course to its conclusion.

Animal Ark 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.

Animal Ark Pty Ltd will not be liable for any claims arising from course cancellation.

## 1.9 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 Animal Ark Pty Ltd staff in the promotion of safety and health in the workplace;
- Report any unsafe conditions that come to their attention;
- Personal Protective Equipment (PPE), work boots, long pants and long sleeves are a requirement of any snake related training and must be worn at all times. This is not a requirement for the Snake Avoidance Training for dogs.
- All participants must sign a liability waiver form before any contact with any livestock is permitted. This is a particular requirement of Snake and Fauna handling, but also Snake Avoidance Training for Dogs;
- Additional PPE such as but not limited to snake proof gaiters may be supplied and required to be worn during a course. Participants must comply with such a request in order to continue a training program;
- Smoking is not permitted within any of our training venues. Smokers must leave the premises to smoke.

## 2.1 Behaviour

Animal Ark 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 Snake Avoidance training.

Animal Ark 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 Animal Ark Pty Ltd personnel they will be asked to leave the premises.

For a person booked onto a course by a company, the company will be contacted and advised if a participant is asked to leave a course and given the reason for the action.

## 2.2 Private and Remote Site Training

Most Snake Handler courses can be presented at your workplace. A training room must be provided. Additional fees are required. Remote sites by air, flights must be able to take live animals.

Contact Animal Ark Pty Ltd for group rates and further information.

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