



## **Terms and Conditions**

### **Important Information**

These terms and conditions are in the interest of safety, responsibility and welfare of our clients. It is your responsibility to read them. We reserve the right to change these terms and conditions at any time. Any changes will take immediate effect.

Terms and conditions apply to training classes, workshops, seminars, 1-2-1 training, behavioural consultations and consultation packages.

### **1) Training Classes**

#### **Bookings:**

Payment is required in full before attendance to a class. Payments should be made on our online booking system. All payments are non-refundable. If we have to cancel for any reason you will be refunded or offered an alternative place.

It is the client's responsibility to ensure they arrive at the right venue and at the correct time.

You must not knowingly book a dog that shows aggression or nervousness onto a training course, unless it is a specific course that is intended to address these issues. We reserve the right to excuse dogs that are not suitable for classes.

If you do not advise us of potential problems and your dog shows aggression or nervousness in class you will not be entitled to a refund.

If we have assessed your dog prior to your dog attending but the dog is not suited to the class environment, we will offer you alternative arrangements, such as working with you on a one-to-one basis.

Please notify us beforehand if you will miss a class. Unfortunately, we are unable to provide make up sessions however we will endeavour to ensure you are able to catch up at your next attendance. Refunds will not be given for non-attendance.

Refunds are made at our discretion and any decision made will be on a case by case basis, the outcome of which will be final.



## **Best Practice**

### Start times:

Please try to arrive at the training venue approximately ten minutes before the start of your session to give your dog's chance to toilet and relax ready for their session. Please be a responsible dog owner and always clean up after your dog. Take home all used poo bags and do not leave on the premises. Classes will start promptly, please try to arrive on time as latecomers can be disruptive to the other dogs already in class and this could also be potentially stressful for your dog.

### Greetings & Space:

When arriving at class please avoid meeting the other dogs on lead as not all dogs like to be near other dogs when restrained on a lead, some may need more space to feel safe. Dogs that feel unsafe or threatened are more likely to react as a consequence.

Try to avoid your dog's playing with other dogs before your session as this can cause excitement and lack of attention or frustration during the session.

Please allow plenty of room for dogs to enter and exit training venues, never crowd doorways. Enter training spaces when directed and follow the instructions of the instructors or assistants.

Never approach any dog without the express permission of the handler.

### Pre-Session Prep:

For excitable or lively dogs, it can be beneficial to exercise your dog before class with a short walk or game. Do not over exercise before a session however as they may then be too tired to focus.

As a general rule it's a good idea not to feed your dog before a session as they may then lose motivation to work for treats. However, with a food obsessed dog it is sometimes a good idea to feed a portion of their normal food before class to take away so that they are less hungry and better able to focus.

### What to Wear:



Please wear appropriate shoes and clothing for your session as the training will involve practical handling. Shoes should be comfortable and flat for safety reasons. If your session is to take place outdoors, remember to wrap up warm.

#### Phones, Videos & Social Media

Please switch your phone to silent when in a session to avoid disruption to the group. Photography or video recording is not permitted in class. We will from time to time take photos or videos for marketing purposes or future development and study of training protocols, by agreeing to our terms and conditions you give consent for us to use these materials as stated above including social media and our website, however please alert us should you not wish to be included. We will not use photos with children in unless agreed with the parents or guardians.

#### Dog Training Tools, Treats & Toys

Once opened or taken off the premise's items cannot be returned or refunded. No toys are indestructible therefore we always recommend that dogs are supervised when using toys.

#### Welfare & Safety

Please keep to the areas designated for your training session. All dogs must be kept under the strict control of the handler and on lead unless specifically instructed by an instructor or assistant. You are responsible for your dog's conduct at all times. Do not allow your dog to bark or lunge at another dog. You must take full responsibility for the actions and outcomes of your dog's behaviour

We aim to provide a safe and secure environment as practicably reasonable and endeavour to apply good practice with all of our training services.

We will always limit the number of dogs in sessions to ensure you get the most out of your sessions and also ensure a safe and manageable learning environment.

We will not accept responsibility for any loss, injury or damage to any persons, or dogs attending a training session or to any persons property during the provision of our service.



Owners are advised to have appropriate pet insurance cover that includes third party liability insurance. We have public liability and relevant business insurance to run the services we offer providing adequate cover for our business liabilities.

We will not take responsibility for misinterpretation of advice. Information and guidance given will be true and accurate at the time of the session however research in our field is constantly providing us with new information therefore we endeavour to use methods that are scientifically proven and are current and up to date.

#### Children:

Family members are encouraged to attend sessions. Children are welcome but must be accompanied and supervised by an adult if under the age of 16. Children should behave appropriately in the presence of unfamiliar dogs and are requested not to run in class or distract other dogs from working. If they are seen to be disruptive in class or any of the dogs are finding the presence of them too difficult, we may have to ask them to leave the class.

Your children should remain in the area allocated to you and your dog. Children should not be allowed to roam, run or walk around the training venue before, during or after a class. Children should not interfere with other dogs before, during or after a training session. Your children are your responsibility and we take no responsibility for any accidents or injuries that occur as a result of you bringing your child to class.

#### Equipment:

We do not advocate or permit any gadget, device or equipment that we consider aversive such as slip leads, pinch/prong collars, check leads, spray collars, compressed air canisters, rattle cans, water squirters or any other device or method that has potential to cause injury, pain or fear.

All dogs are required by law to wear a collar with an appropriate ID tag. We recommend a normal flat collar and training lead for session and appropriate harnesses are also encouraged to allow for more free movement and less pressure on the neck.

We do not allow extendable leads in training sessions due to the safety hazard for both dog and handler.



### Dogs Unfit for Class:

The welfare and safety of all dogs is paramount to us. Dogs in an unfit state of health due to illness, disease or injury cannot be brought to class. Do not bring your dog to class if they have been in contact with an infectious disease, such as kennel cough or conjunctivitis. If you are unsure as to whether your dog is well enough to attend, please refer to your vet. If your dog is unable to attend, we encourage you to attend the session without your dog so you can maintain continuity of training.

Dogs must be adequately protected by vaccination or titre tests as advised by your vet and verification may be requested.

Bitches in season are not permitted to attend a class. Please notify us if you consider your bitch may have come into season during a course. Refunds are not given but we encourage you to attend the session without your dog so you can maintain continuity of training.

### **2) 1-2-1 Training**

Training sessions may take place at your home, at a suitable agreed location, or via Skype, Zoom or Teams depending upon the nature of the training.

All advised safety protocols must be followed and adhered to throughout the sessions, failure to comply may result in a refusal to continue the sessions.

Fees must be paid in advance with your booking, your booking will not be allocated until payment has been received. Payments are non-refundable. If booking a package of session's, the total fee must be paid in advance with your first booking, any subsequent sessions must be taken within 6 months of that date.

If you need to cancel any of your appointments please inform me asap, cancelled appointments made within 3 days of your appointment will incur a cancellation charge of £30. For cancellations made 24 hours or less before the session is due to take place no refund will be given.

If the consult runs over the allotted time, you will be charged for each 15-minute slot started at a pro rata rate of the hourly cost.



### **3) Behavioural Consultations**

A behavioural consultation helps to identify the underlying motivation for any unwanted behaviour. A programme will be devised for your needs based on my behavioural diagnosis and specific to your requirements to help you manage and modify this behaviour. Behavioural issues are often complex having taken time to develop, therefore before proceeding it is necessary that any potential underlying medical condition or potential cause of pain that could be contributing to your pet's behaviour is ruled out.

Behavioural consultations may take place at your home, at a suitable agreed location, or via Skype, Zoom or Teams depending upon the nature of the training.

All advised safety protocols must be followed and adhered to throughout the sessions, failure to comply may result in a refusal to continue the sessions.

Fees must be paid in advance with your booking, your booking will not be allocated until payment has been received. Payments are non-refundable. If booking a package of sessions, the total fee must be paid in advance with your first booking, any subsequent sessions must be taken within 6 months of that date.

If you need to cancel any of your appointments please inform me asap, cancelled appointments made within 3 days of your appointment will incur a cancellation charge of £30. For cancellations made 24 hours or less before the session is due to take place, no refund will be given.

If the consult runs over the allotted time, you will be charged for each 15-minute slot started at a pro rata rate of the hourly cost.

#### **Before:**

Prior to your appointment we will require you to complete and forward the following:

Vet Referral Form & Full Medical History: To comply with the guidelines of the professional organisations to which I belong and to rule out any potential underlying medical causes, you are requested to have your vet complete and sign a Referral Form including full medical history.



**Pre-Visit Questionnaire:** This helps build a case history and you should complete this as fully and as honestly as possible, citing examples where necessary.

**Video Footage:** You may be asked to provide video footage of your dog's behaviour as this can aid the consultation process. It's important to state here that we are not advising to stage or set up the situation to produce the problem behaviour but to try to record when the behaviour occurs naturally.

Failure to provide the above may delay the consultation or incur additional costs due to postponement of the appointment. If you schedule an appointment but do not return all of the requisites for a consultation at three days prior to your appointment, we reserve the right to cancel your appointment.

#### During:

If the consult runs over the allotted time, you will be charged for each 15 minute slot started at a pro rata rate of the hourly cost.

#### After:

You will receive a specifically devised modification programme included within a report explaining what is maintaining the behaviour and how to change it. This will be forwarded to you within 7-10 days along with any help sheets that you may require.

Aftercare support includes email support for 6 months following the consult and 3 x 15-minute phone calls to discuss your case.

It may be necessary for more complex issues, such as aggression, multiple behaviour problems or for where there are multi-dog households, that follow up visits are required.

Any follow up visits should be paid in advance.

#### **Travel Costs**

Travel costs up to 3 miles from the registered business address are free, mileage of 3 miles and above will be charged as per the below table calculated upon receipt of postcode as per the aa route planner. Mileage is calculated from the registered business address to the agreed training location.



Travel Fees must be paid in advance with your booking on our online booking system, your booking will not be allocated until payment has been received.

<b><u>ZONE</u></b>	<b><u>MILES</u></b>	<b><u>COST</u></b>
ZONE 1	3-5 MILES	£5
ZONE 2	6-10 MILES	£10
ZONE 3	11-20 MILES	£15
ZONE 4	21-30 MILES	£30
ZONE 5	31-50 MILES	£50

Disclaimer:

Animal aggression can cause injury, including fatal injury, to other animals and people. Treatment for aggression is not a guarantee of success and modifying behaviour does not assure that the aggression will be successfully controlled. It is the responsibility of the owner to ensure that their pet does not harm in the future. Precautions may involve, but are not limited to, keeping a dog on lead, the use of muzzle, informing others of the dog's aggressive tendencies, not mixing with certain types of people or other dogs, or confinement behind fencing and doors.

Owners remain responsible for their dogs at all times and are advised they have adequate pet or household insurance cover for liability in the unlikely event of damage or injury caused by their dog to property or to a third party. It is strongly recommended that your dog is insured for third party liability with or without vet cover.

We will not take responsibility for misinterpretation of advice. Many external factors influence behaviours and we cannot guarantee our training advice will be successful without controlling all of these other factors.

**Intellectual property rights**

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### **Privacy Policy**

A copy of our privacy notice is provided at the time of booking.