

Step Into Calm Coaching Sessions

Terms & Conditions

Thank you for booking a Step Into Calm Coaching Session. These sessions are designed to provide a safe, supportive environment where you and your dog can practise the skills you've been learning under professional guidance. Please read the following Terms & Conditions before attending.

1. Session Description & Eligibility

- Calm Coaching Sessions are one-off, 60-minute outdoor coaching sessions.
- These sessions are designed to provide controlled exposure, coaching, and confidence-building. They are not dog socialisation sessions.
- Owners/guardians are responsible for ensuring their dog is fit and healthy to attend.
- Guardians should only book if they feel their dog can remain safely under their control throughout the session.

2. Bookings & Payments

- Full payment is required in advance to secure your place.
- Spaces are limited and allocated on a first-come, first-served basis.
- Bookings are non-refundable and non-transferable.
- Missed sessions cannot be refunded, transferred, or carried forward.

3. Session Schedule

- Sessions last approximately 60 minutes.
- Participants are responsible for arriving on time.
- If a session is cancelled due to unsafe weather conditions, an alternative date will be arranged.

4. Session Environment & Equipment

- Sessions take place outdoors. Please dress appropriately for the weather.
- Dogs must attend wearing a well-fitting harness attached to a 3-metre lead.
- Please also bring a long line (minimum 7 metres).
- Bring plenty of high-value food rewards and fresh water for your dog.
- Guardians are responsible for maintaining control of their dog at all times.

5. Behaviour & Suitability

- These sessions are specifically designed for dogs who experience reactivity. However, owners are responsible for deciding whether their dog is likely to cope with a group coaching environment on the day.
- Dogs displaying behaviour that presents a significant safety risk to people or other dogs may be asked to leave the session.
- No refund will be provided if a dog is unable to participate due to behavioural or welfare concerns.
- If you are unsure whether these sessions are suitable for your dog, please contact me before booking.

6. Guests & Children

- A maximum of two adults may attend per dog.
- Children are not permitted to attend these sessions.

7. Cleaning Up

- Guardians are responsible for cleaning up after their dog and disposing of waste responsibly.

8. Liability

- Attendance is entirely at your own risk.
- While every effort is made to provide a safe and controlled environment, dogs are animals and behaviour cannot be guaranteed.
- Guardians remain legally responsible for the actions and behaviour of their dog throughout the session.
- I cannot accept responsibility for injury, loss, damage, or expenses incurred by you, your dog, or your belongings, except where required by law.

- Participation in any exercise is voluntary, and you should not take part in any activity that you feel is unsafe for you or your dog.

9. Training Methods

- All coaching is based on positive, reward-based training methods.
- Harsh handling, physical punishment, intimidation, or the use of aversive equipment, including prong collars, choke chains, or electronic collars, is not permitted.
- Anyone using aversive methods or equipment will be asked to leave the session immediately without refund.

10. Photography & Social Media

- Photographs or videos may occasionally be taken during sessions for training or promotional purposes.
- If you do not wish to be photographed or filmed, please let me know before the session begins.

11. Welfare

- Please do not attend if your dog is unwell, has diarrhoea or vomiting, has a contagious illness, or has been advised by your veterinary surgeon to rest.
- If your dog comes into season, please contact me before attending to discuss whether the session is suitable.

12. No Smoking

- Smoking and vaping are not permitted during any Calm Coaching Session.

By booking a Calm Coaching Session, you confirm that you have read, understood, and agreed to these Terms & Conditions.