



## Dog Training Classes – Terms & Conditions

Thank you for choosing to train with us! To ensure a safe, productive, and enjoyable experience for everyone, please read the following Terms & Conditions carefully.

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### 1. Course Description & Eligibility

- This course is a 6-week small group course for friendly dogs who struggle to focus on their guardian when out on walks.
  - The course combines two **Zoom sessions**, and 4 in person outdoor sessions
  - Dogs must be friendly and comfortable in public outdoor environments. This course is **not suitable for reactive, aggressive, or overly anxious dogs**.
  - Owners/guardians are responsible for ensuring their dog is fit and healthy to attend.
  - Not all dogs are suitable for this course – if your dog is asked to leave the group, we will advise the balance is transferred to private sessions which will incur additional costs
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### 2. Bookings, Payments & Behavioural Policy

- Full payment is required in advance to secure your place. Spaces are limited and allocated on a first-come, first-served basis.

- Cancellations made **seven or more days before the course** are eligible for a full refund or transfer to another date.
  - Cancellations made **within seven days** of the start date are non-refundable, although transfers may be offered where possible.
  - If a dog is asked to leave the course due to behavioural concerns, no refund will be given. Private one-to-one sessions may be recommended.
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### 3. Schedule

- The course runs over 6 weeks.
  - Participants are responsible for **their own transport** to all in-person sessions.
  - Missed sessions are non-refundable and cannot be carried over.
  - If a session is cancelled due to the weather, that session will either take place online or will be carried over to the following week
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### 4. Class Environment & Equipment

- In-person sessions take place outdoors in public spaces. Dress appropriately for the weather.
  - Dogs must arrive with a **harness and 3 metre lead**. You will also need a **long line** – at least 7 metres.
  - Guardians are responsible for their dog's behaviour and must maintain control at all times.
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### 5. Behaviour & Suitability

- Dogs must be comfortable around other dogs, people, children, and common outdoor distractions.
  - Dogs that are fearful, reactive, or aggressive may be better suited to private sessions.
  - If in doubt about suitability, please contact me before booking.
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### 6. Guests & Children

- Groups are kept small, with a maximum of **two people per dog**.
  - Children are welcome but must be discussed in advance to ensure safety. Additional family members cannot attend without prior agreement.
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### 7. Cleaning Up & Respecting the Environment

- Guardians are responsible for cleaning up after their dogs at all locations.
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## **8. Liability**

- Attendance is at your own risk. Reasonable care is taken, but I cannot accept responsibility for injury, loss, or damage to you, your dog, or your belongings.
  - You are under no obligation to participate in any activity you feel uncomfortable with.
  - This course takes place outdoors in public spaces where the environment is not fully controlled.
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## **9. Training Methods**

- Only **positive, reward-based training methods** are used.
  - Harsh handling, physical punishment, or aversive equipment (choke chains, prong collars, slip leads, no-pull harnesses) is **not permitted** and may result in dismissal from the course.
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## **10. Photography & Social Media**

- Photos or videos may be taken during sessions for training or promotional purposes. Notify the instructor if you prefer not to be included.
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## **11. No Smoking**

- Smoking or vaping is not permitted at any session location.
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By booking a place on the **Dog Training** course, you confirm that you have read, understood, and agreed to these Terms and Conditions.