

# **Dog Training Classes — Terms & Conditions**

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

## **1. Eligibility**

- Dog Training Classes are open to dogs of all ages.
- All dogs must be up-to-date with vaccinations, flea and worm treatments. Confirmation may be requested.
- Guardians are responsible for ensuring their dog is fit and healthy to attend.
- Dogs must be comfortable around other dogs, adults and children in a group training environment.

## **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 start date are eligible for a full refund or may be transferred to another course where space is available.
- Cancellations made within seven days of the course start date are non-refundable, although transfer to an alternative course may be offered where possible.
- These classes are designed for training purposes and are not suitable for dogs requiring behaviour modification for significant fear, frustration, reactivity or aggression.
- If your dog is found to be unsuitable for the group environment, you may be asked to withdraw from the course. No refund will be provided in these circumstances, although a more appropriate service may be recommended.
- If you are unsure whether the classes are suitable for your dog, please contact me before booking.

## **3. Attendance, Cancellations & Missed Sessions**

- This is a six-week course, with skills and exercises building on learning from previous sessions. Regular attendance is therefore important.
- Missed sessions are non-refundable and cannot be carried over. Handouts and guidance will be provided where possible so that you can catch up at home.

- If you miss **two or more classes**, you may not be able to continue with the remainder of the course where I feel that doing so would make it difficult for you or your dog to participate safely or successfully in the subsequent training.
- In the event of instructor illness or unforeseen circumstances, an alternative date or credit may be offered.

## 4. Class Environment & Equipment

- Classes take place within a secure training environment. However, the surrounding area, car park and route between your vehicle and the secure training area are not controlled training spaces.
- Guardians remain responsible for their dog and their dog's behaviour at all times, including when arriving at and leaving the venue.
- Dogs should arrive wearing a suitable harness or flat collar and lead. Please bring plenty of suitable food rewards and any toys or equipment requested for that week's class.
- Some exercises may involve supervised off-lead training, play or interaction with other dogs where appropriate. Participation will depend on the individual dogs attending and is always at the instructor's discretion.
- You are never required to participate in an exercise that you do not feel comfortable undertaking with your dog.

## 5. Behaviour & Suitability

- Dogs must be comfortable working around other dogs, adults and children.
- Dogs displaying significant fear, frustration, aggression or distress in the presence of other dogs or people may not be suitable for a group training environment and may be better supported through one-to-one training or behavioural support.
- If your dog regularly barks, lunges or reacts towards people or other dogs, either on walks or at home, please contact me before booking so that we can establish whether a group class is appropriate.
- Suitability will be continually assessed throughout the course to protect the welfare and safety of all dogs and people attending.

## 6. Guests & Children

- A maximum of **two people may attend per dog**, unless agreed with me in advance.
- There must always be **one adult handler whose primary responsibility is the dog**.
- Children are very welcome to attend. However, any child under 16 must be accompanied and supervised by a separate responsible adult so that the dog's handler can concentrate fully on training.
- One adult cannot therefore be responsible for both handling the dog and supervising a child under 16 during class.

- If you would like to bring additional family members, please contact me before the course.

## **7. Cleaning Up & Respecting the Venue**

- Guardians are responsible for cleaning up after their dog and disposing of waste appropriately.
- Please follow any additional rules or instructions relating to the training venue.

## **8. Liability**

- Attendance and participation are at your own risk. While reasonable care is taken and appropriate insurance is held, guardians remain responsible for themselves, their dog and their belongings.
- Guardians are responsible for keeping their dog appropriately controlled when entering and leaving the secure training area and while in any surrounding public or shared spaces.
- You are under no obligation to participate in any activity or exercise that you do not feel comfortable undertaking.

## **9. Training Methods**

- Only kind, positive, reward-based training methods are used.
- Harsh handling, physical punishment or aversive equipment, including choke chains, prong collars, slip leads used for control and no-pull harnesses, are not permitted and may result in dismissal from the course.

## **10. Photography & Social Media**

- Photos and videos may be taken during classes for training, educational or promotional purposes.
- If you do not wish to be photographed or filmed, please let me know before the first class. You are very welcome to attend regardless.

## **11. Smoking & Vaping**

- Smoking and vaping are not permitted during classes or within the training area.

By booking a place on **Dog Training Classes**, you confirm that you have read, understood and agreed to these Terms & Conditions.