



Puppy Social Walks Terms and 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.

1. Eligibility

- This course is only open to puppies **aged 12 months or under at the start of the course.**
 - All puppies must be up-to-date with vaccinations, flea and worm treatments. Confirmation may be requested.
 - Guardians are responsible for ensuring their puppy is fit and healthy to attend.
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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 start date are eligible for a full refund or can be transferred to another date.
- Cancellations made within seven days of the start date are non-refundable, although transfers to alternative dates may be offered where possible.
- If a puppy is asked to leave the course due to behavioural concerns, no refunds will be given. In such cases, private one-to-one behaviour sessions may be recommended.

- Puppies must be sociable and comfortable in public outdoor environments. This course is designed for training purposes, not behaviour modification for aggressive or highly reactive puppies.
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3. Cancellations & Missed Sessions

- Missed sessions are non-refundable and cannot be carried over. Handouts and guidance will be provided where possible.
 - In the event of instructor illness or unforeseen circumstances, an alternative date or credit may be offered.
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4. Class Environment & Equipment

- Sessions take place outdoors in public spaces. Please dress appropriately for the weather.
 - Puppies must arrive with a harness and flat collar, on a short lead (no extendables). A long line is recommended.
 - A handout with any additional equipment required for each session will be sent by email once you have booked.
 - Guardians are responsible for their puppy's behaviour and must ensure puppies are under control at all times.
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5. Behaviour & Suitability

- Puppies must be comfortable around other dogs, people, children, and common outdoor distractions such as bikes and joggers.
 - Fearful, reactive, or excessively barking puppies may be better suited to private sessions.
 - If in doubt about your puppy's suitability, please contact me before booking.
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6. Guests & Children

- Groups are kept small, with a maximum of two people per puppy.
 - Children are welcome, but please discuss in advance to ensure group 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 puppy at all locations.
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8. Liability

- Attendance is at your own risk. While reasonable care is taken, I cannot accept responsibility for injury, loss, or damage to you, your puppy, or your belongings.
- If you do not feel comfortable with any activity suggested during a session, you are under no obligation to participate.

- Please note that this course takes place outdoors in public spaces, and I do not have full control of the environment.
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9. Training Methods

- Only kind, positive, reward-based training methods are used.
 - Harsh handling, physical punishment, or aversive equipment (e.g., choke chains, prong collars, slip leads for control, 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. Please 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.

By booking a place on the **Training Beyond the Classroom – Post-Puppy Class course**, you confirm that you have read, understood, and agreed to these Terms and Conditions.