



all dogs go to **erinn**

## Walk – Train – Play.

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[www.alldogsgotoerinn.com](http://www.alldogsgotoerinn.com)

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### Puppy Class 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.

#### 1. Eligibility

- Puppies must be between 10 and 18 weeks of age at the start of the course.
- All puppies must have received their first vaccinations at least 7 days before the first class (confirmation may be requested).
- Owners are responsible for ensuring their puppy is fit and healthy to attend.

#### 2. Bookings, Payments and Behavioural policy

- Full payment is required in advance to secure your place. Spaces are limited and allocated on a first-come, first-served basis.
- Payments are non-refundable and non-transferable unless otherwise agreed in writing. **This includes situations where a puppy is asked to leave a class due to behavioural concerns.**
- Our puppy classes are designed for basic training and early socialisation. They are **not suitable for puppies showing aggression, significant fear-based behaviours, or other behaviours that may compromise the safety or welfare of the class.**
- If we feel that the class environment is not suitable for your puppy, we may recommend **private training or behaviour support instead.** In these cases, while no refunds will be issued, any unused portion of your class fee can be credited towards a one-to-one behaviour consultation or our Puppy Problem Prevention package.

#### 3. Cancellations & Missed Sessions

- If you are unable to attend a session, we regret that we cannot offer refunds or catch-up classes. However, class notes will be provided, and you are welcome to contact us for further guidance.
- In the event of instructor illness or unforeseen circumstances, we will offer an alternative date or a partial refund if a session must be cancelled.

#### 4. Class Environment

- Please arrive on time with your puppy wearing a **Y-shaped harness**, a **flat collar with a legally required ID tag** (with your name and address), and attached to a **standard lead**.
- Flexi (extendable) leads are not permitted in class for safety reasons.



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- Bring plenty of **high-value treats**, a **chew or food toy**, a **blanket**, **fresh water**, and **poo bags**.
- You are responsible for your dog's behaviour and must ensure they are under control at all times.

### 5. Cleaning Up & Respecting the Venue

- You must always clean up after your puppy, both inside and outside the venue.
- Please dispose of waste responsibly and be mindful of noise and parking to respect our neighbours and do not let your puppy toilet in gardens to/from the hall.

### 6. Children in Class

- Well-behaved children are welcome under adult supervision.
- Please ensure children always remain seated or beside you for safety reasons.

### 7. Liability

- Attendance is at your own risk. While all reasonable care is taken, we cannot accept responsibility for injury, loss, or damage to you, your puppy, or your belongings.
- Owners are expected to have appropriate pet insurance in place.

### 8. Training Methods

- We use only kind, positive, and reward-based training methods.
- Harsh handling, physical punishment, or the use of 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 class.

### 9. Photography & Social Media

- Photos or videos may be taken during class for training or promotional purposes. Please let us know if you'd prefer not to be included.

### 10. No Smoking

- Vaping/smoking is not permitted outside the hall in between lessons.

By booking a place on our puppy course, you confirm that you have read, understood, and agreed to the above Terms and Conditions.