

## Dog Training: Terms & Conditions

Use of our services assumes that you have read, understood & agree with the terms & conditions listed below. New Tricks Dog Training & Pet Services will be referred to as 'NT' throughout.

### 1. Booking

- Booking of services is via website contact form or email: [ellie@newtricksdogtraining.co.uk](mailto:ellie@newtricksdogtraining.co.uk).
- For 121 training sessions, a free 15 minute telephone consultation is available to prospective clients. This must be scheduled at a mutually agreed date & time via text, email or website contact form.
- NT will confirm all bookings via email on completion of:
  - a) the booking form, which must be signed by the client;
  - b) receipt of payment.
- An email will be sent to confirm booking of 121 training sessions or a place in group classes.
- The confirmation will include details of the booking including session date & time for 121 training, or start date & time for group class courses.

### 2. Payments, refunds & cancellations

- Payment is required before services.
- All booking fees must be made by cash or bank transfer. Cheques are not accepted.
- Group classes:
  - a) Full payment is to be made upon booking.
  - b) If full payment has not been received at least 24hrs before the course start date, NT reserves the right to cancel your place on the course.
  - c) Cancellations with 48hrs or less before the start of the course are non-refundable.
  - d) No refund will be given for any weeks of the course that you are unable to attend.
- 1-2-1 training sessions:
  - a) Full payment is to be made at least 48hrs before the scheduled first session.
  - b) If payment has not been received at least 48hrs before the scheduled session, NT reserves the right to cancel services.
  - c) If booking and paying for a block of 4 sessions up front, the 4<sup>th</sup> session will be half price.
  - d) If booking and paying for a block of 6 sessions up front, the 6<sup>th</sup> session will be free.
  - e) Sessions cannot be later extended to obtain these discounts.
  - f) If no bulk bookings are made, the full cost of the session will be due each time.
  - g) Service fees are inclusive of travel to addresses within a 5-mile radius of Holsworthy, Devon.
  - h) Additional travel costs may be incurred if NT must travel over 5 miles to get to you.
- NT may change or cancel bookings at short notice in the event of:
  - a) personal emergency;
  - b) illness or injury to the training instructor;
  - c) extreme weather conditions (i.e. high winds, heat, thunderstorms, ice or snow) for the safety of all persons and dogs;
  - d) unforeseen events e.g. vehicle breakdown.
- NT will give as much notice of cancellations as possible and reschedule cancelled bookings where possible or offer an alternative service.
- NT may terminate the session immediately in the event of:
  - a) a bite or injury by the dog to the training instructor;
  - b) unsuitable behaviour of the dog;
  - c) any other concern regarding the dog's suitability for the services requested.

### 3. Equipment, training & handling

- NT uses and promotes only force-free, fear-free, positive reinforcement, science-based training methods.
- NT will not advise or tolerate any methods used to induce fear or cause pain, discomfort, or distress to dogs.
- NT accepts no responsibility for any injury, damage or behaviour decline caused as a result of the client using aversive methods used outside of training sessions.
- NT will not accept or advise the use of any punitive or aversive equipment e.g. half- or full-choke chains, prong collars, electric collars, spray collars, slip leads etc.
- The client is responsible for providing suitable equipment in good condition for their dog(s).
- A standard-length lead must be used in training classes. NT may refuse extendable leads.
- NT is not responsible for any faulty equipment provided by the Owner, or any damages incurred due to a pet escaping because of faulty or poorly fitted equipment.

- The client is responsible for making sure their dogs are microchipped and wearing appropriate ID tags during each class or 121 session.
- Clients are not permitted to use any equipment in classes or 121 sessions unless instructed to do so under guidance from the NT instructor.

#### **4. Safety**

- On arrival to any class or 121 session, dogs must be fully secure on a standard-length lead and collar/harness/headcollar.
- Each client is responsible for their own dog and its behaviour around other people & dogs to ensure the safety of everyone.
- Clients are responsible for any damage to property, fencing or equipment during classes and 121 sessions.
- Any instances of accident or injury should be reported to NT at the time that it occurred.
- NT will take every care to ensure the safety of both clients and their dogs whilst attending a group class, workshop or 121 session, however no responsibility can be accepted by NT for any injury to the client or their dog. This includes any illness or disease contracted while attending sessions.
- Clients are responsible for clearing up and disposing of their dog's faeces during classes, workshops and 121 sessions.
- Dogs must be supervised at all times.
- Dogs must not be left alone in cars for long periods without adequate ventilation and water. On hot days, dogs must not be left in cars at all.
- There must be at least one person per dog. Handlers must be at least 18 years old.
- Children are welcome to attend classes and 121 sessions providing they are well-behaved and don't interrupt or cause disruption. They must be accompanied and supervised by an adult at all times.
- Clients are advised to wear appropriate clothing and footwear considerate of the weather conditions and class environment. For example, waterproof coat and boots for working outside, or non-slip shoes for inside venues.
- Cars are parked at the client's risk.
- Clients are responsible for their own belongings.

#### **5. Health, medical information & vaccinations**

- All dogs must have current annual vaccinations prior to attending training classes or 121 sessions.
- Kennel Cough is not compulsory for dogs but is recommended for their own safety.
- Proof of vaccinations must be made available to NT upon request.
- The client is advised to keep up to date with parasite treatments (tick/flea/worming) to minimise the risk to all pets in NT's care.
- If a dog is ill or injured, the client must inform NT immediately so that alterations or adaptations to the planned training can be made.
- Dogs with contagious diseases or conditions, or who have been in contact with dogs who have contagious diseases or conditions, must not attend class.
- The client must inform NT of any allergies or intolerances the dog has at the time of booking. NT will make required alterations to ensure the safety of the dog throughout the classes or 121 sessions.
- The client is responsible for making NT aware of any medical or behavioural issues which may impact on the service provided.
- The client must inform NT if their bitch is in-season. NT will make any necessary alterations to accommodate them, however 121 sessions may be rescheduled to another time whereby the dog is able to get the most out of the training. In-season bitches must not attend classes.

#### **6. Confidentiality & marketing**

- All customer records and information are kept in the strictest of confidence and is not shared with any 3<sup>rd</sup> party. Any information shared with volunteer assistants or paid employees is strictly on a need-to-know basis.
- All email addresses and telephone numbers will be used to keep in touch with you while you are in class or 121 training.
- All records kept by NT will be destroyed upon the request of the client or when the training session has ended, and the client no longer requires NT's services.
- If the client is happy to keep their details on file, NT can keep them updated with any future events which may be of interest or benefit to their dog, and any useful information.
- The client's name & contact information can be removed from NT's mailing list at any time by contacting us directly.
- Social media & website – photos and/or videos may be shared on NT's social media pages and website. Clients can opt out of this by informing NT via email. Parental consent will be required for photos including children.

- Any photographing or videoing training sessions are strictly prohibited and therefore not permitted without the express permission from NT.
- Any feedback from the client may be used on NT's social media and marketing unless otherwise requested not to.

### **7. Advice & communication**

- NT accepts no responsibility for any misinterpretation of advice. Many external factors can influence behaviours and therefore no guarantee can be made that the advice will be successful if these factors are not controlled.
- NT does not offer behaviourist services. If NT feels that a dog requires more specialist care and training, an appropriate behaviourist will be recommended.
- The client is required to continue work started in the classes or 121 sessions in order to see improvement in their dog's behaviour. Training classes or 121 sessions alone may not resolve any issues without regular practice at home.
- If any problems should arise because of advice given, the client is required to promptly contact NT so that any alterations can be made to training plans.
- Any advice given must not be attempted on any pet other than the animal whose name appears on the paperwork.
- A thorough veterinary check-up is advised for all dogs prior to conducting any training to ensure the dog is in good health.
- NT will communicate with clients via email, text, WhatsApp or Facebook Messenger during working hours.

### **8. Covid-19**

- NT will take necessary precautions to limit the risk and spread of Covid-19. This includes following up-to-date guidelines from the regulatory body, CFSG.
- The room or area being used for training will be well ventilated with space to distance from each other if required.
- Clients must inform NT if they or a member of their family/household contracts Covid-19 as soon as possible before the scheduled class or 121 session.
- 121 sessions will be rescheduled to an alternative date & time if the client contracts Covid-19.
- If the NT instructor contracts Covid-19, the clients will be informed as soon as possible and the class or 121 session rescheduled.
- If a member of the NT instructor's family/household contracts Covid-19, the clients will be informed as soon as possible. It will be at the client's discretion as to whether NT attends the planned class or 121 session, or whether it is rescheduled.

### **9. Liability**

- NT is covered by professional indemnity and public liability insurance.

### **10. Disclaimer**

- New Tricks Dog Training & Pet Services will make every effort to ensure both safety of clients and their dogs.
- By making a booking, clients are accepting that participating in activities with dogs, children and adults may pose a risk of injury to themselves and their dog.
- The client agrees to assume full responsibility for any risks injuries or damages which may occur due to their dog attending such classes or sessions. The same applies to any other persons accompanying the client - they attend classes or sessions at their own risk.
- The client accepts that their dog and its behaviour always remain entirely their own responsibility whether in the presence or not of the training instructor.