

Terms & Conditions for group classes

Please ensure you read these terms and conditions fully. No refund will be given for claiming you have not read or understood them, if you are not sure about something please just ask



*The APBC supports provisional members undertaking behaviour consultations. They have demonstrated the appropriate level of knowledge and understanding and are now gaining the required practical experience to be assessed as a Clinical Animal Behaviourist and become a full member of the APBC.

These terms and conditions cover all group class types and workshops run by Claire at Educating PAWS

Booking & payment:

- Advance booking is necessary and your space on the course or class is only confirmed once payment had been made
- Card payment only via PayPal
- By making payment you confirm that you fully accept these terms and conditions
- Approx 2 days before your class you will be sent venue directions and information of what to bring with you
- Please ensure you check your junk mail folder in case emails end up there

The course and your dog/puppy

- By making payment you agree that your puppy is suitable for the class and within the age limit specified
- Please note that you will be required to provide proof of vaccinations and age on your dog's vaccination card
- It is the client's responsibility to ensure they attend on the correct date, time and place for the classes
- There are no refunds for missed classes
- There are no alternative classes offered at a later date if you miss a class
- You cannot be transferred onto a different course
- It is the client's responsibility to practise techniques & exercises at home in order for the dog to learn. Simply attending the classes will not train dogs. Regular training must take place outside class time and in real life situations. All dogs are different and learn at different rates. You will be given the coaching in classes to equip you with the knowledge to train outside of classes, along with training handouts. Your trainer is there to support you, so if you need additional advice please ask
- These classes are science based and use kind & ethical techniques only to build confidence and resilience in your dog. Treats, praise & toys are used for training to help your dog learn in an enjoyable way. Owners using harsh methods or physical force will be asked to stop and if this is refused will be asked to leave.
- There is ZERO TOLERANCE of cruelty to the dogs attending classes, this includes ANY physical manipulation, shouting or leash corrections.
- Puppies & dogs must be vaccinated. If you are unsure about vaccinations please consult your vet directly. This is for the safety of your dog and therefore no exceptions can be made. You will be prompted to send a photo of your vaccination card before your first class
- Dogs that have shown any aggression towards people or other dogs will not be allowed to attend these classes. This is in the best interest of that dog, and the other dogs & people attending. Behaviour help under veterinary referral is recommended in these cases
- Occasionally the class environment does not suit a dog or owner. Full discussion concerning the best way to proceed will be undertaken and this may result in us making alternative arrangements to assist you. Please understand that alternatives may potentially involve an additional charge if one to one assistance in the best interest of your dog. A

refund of the course cannot be offered if the class is unsuitable for your dog, as spaces cannot be filled once the course has begun

- **Bitches in season:** If you have a female dog due to come into season during the course please be aware that refunds cannot be given. You will be encouraged to come along without your puppy so that you can learn everything needed to do the training at home. If there is a waiting list for the course; and if the space can be filled; you will be offered a space on a later course. This cannot be guaranteed.
- **Dogs that are unwell on the day of the class:** Please be aware that if your space cannot be filled you will not be offered a refund. You will be encouraged to come along without your puppy so that you can learn everything needed to do the training at home. Please let your trainer know in the first instance
- **Bringing a different dog:** You are not permitted to bring any other dog than the one you have booked onto the class. Exceptions may be made on a case by case basis if you have another dog that qualifies for the class, and if you give enough notice before the first class in that course
- Children of school age upwards are allowed to attend classes but must not disrupt learning and must not approach other peoples dogs. All children must be under the supervision of an **additional** responsible adult who must agree to prevent them from disturbing the process of learning during the class. Your trainer reserves the right to ask disruptive children not to attend future classes
- With the exception of Puppy Sensory; play with other dogs is not on the curriculum. The purpose of these classes is to help your dog focus on you, and to learn around distractions, building confidence without other dogs approaching- the purpose of these classes is not to play. Puppy interaction may take place in Puppy Sensory sessions but only if this is suitable for the puppies attending on the day- this cannot be guaranteed. It's better to avoid a negative experience if the puppies are not well suited on the day. At puppy sensory play may happen if suitable for the puppies involved and this is at the discretion of your trainer.
- Your trainer makes every effort to ensure safety of both clients and dogs during the classes. By making a booking, you are accepting that participating in an activity with dogs, children and adults poses a risk of injury to yourself and your puppy, and you agree to indemnify Educating Paws for all personal injury and damage to property owned by you while attending the training classes. You also agree to make any person who accompanies you to the class aware that they are also there at their own risk

Training Class / Premises Rules:

These classes are well controlled so that all attendees can feel safe in order to learn and have a positive experience. This is also for the safety of all dogs and people attending.

These rules **must** be adhered to. If you want to go to classes where dogs are able to run free together, or to use equipment not permitted at Educating Paws; you will need to find an alternative training class to attend. Please don't agree to these rules then dispute them.

- All dogs must remain on lead and kept away from contact with other people & dogs within the premises unless specifically instructed by your trainer. Some dogs are nervous or may feel trapped when on lead so this is very important
- All instances of accident or injury must be reported to your trainer at the time they occurred
- If you have spilled water in your dog's training area; please inform your trainer right away so the area can be mopped and a cone placed. Floors can become slippery when wet
- Your dog must be wearing a collar with ID tag in public places (this is the law), and be attached with a short lead (lead can be attached to the collar or a harness)
- Head collars are not encouraged but will be permitted in special circumstances. **You need to let your trainer know in ADVANCE of the class if this is the case so that this can be discussed. Please do not turn up with your dog on a head collar if we have not come to an agreement prior to class.**
- Flexi leads are **not permitted** in class to avoid injury to others, if you bring only a retractable lead for your dog you will be given a standard short lead to borrow for the class.
- The following items are **NOT PERMITTED** in Educating Paws classes under any circumstances: retractable leads, slip leads, grommets, choker chains and/or check chains of any description, harnesses that are designed to tighten around your dog's body, prong or pinch collars, electronic training collars including citronella; any other device such as 'pet

corrector'. Any training equipment that causes discomfort, pain or fear is STRICTLY not permitted for welfare reasons. Dogs cannot learn and have a positive experience when in discomfort or if worried.

Refunds and Cancellations:

Please understand that this is a small business. Booking are income, so If a booking is canceled at short notice and it cannot be filled; that would be a loss of income. Therefore please carefully read the information below before confirming your booking

- You must give 14 days notice for a refund, this must be in writing via email
- If you can no longer attend the course, and have given less than 14 days notice; you will **only** receive a refund **if** your space can be filled by someone else, and this will be minus a 20% admin fee (this covers time to advertise and book the space to someone else)
- If you wish to cancel for a full refund you need to give 14 days notice in writing via email.
- There will be no refund for cancellations due to lack of vaccination or no vaccination card. It is your responsibility to have your puppy fully vaccinated and health warranted.
- There will be no partial refunds for missed classes
- You will not be able to attend any missed classes at a later date
- In case of exceptional circumstances out of your trainer's control (for example extreme weather, a pandemic, venue unavailable due to flooding) **your class will switch online until it is safe for the group to resume in person**. No refunds will be available if this is the case, courses will not be delayed, canceled or postponed as they can be taught online effectively, we learned this during the 2020 Covid-19 pandemic!