



One-to-one training

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Terms & Conditions for one-to-one training

By making payment you acknowledge that you have read, understood and fully accept the terms and conditions as detailed below

Fees, prices and T&Cs for one to one training

Prices vary depending on what you are booking, the age of your dog, how many sessions you are booking and where you live

Additional travel fees:

Any one-to-one session includes the travel time and cost for me to get to and from your home address (or meeting place) within a 5 mile radius of Wroxham NR12 8SF. For bookings outside of this there is a fee chargeable which are outlined at the time of booking, you will be prompted to add a mileage fee depending on your location. This fee covers travel costs and time. Unfortunately running an insuring a vehicle is expensive and travel time is valuable because extra travel time reduces the amount of appointments that are available to others

These prices reflect a *return* mileage fee (so if you live 10 miles away the fee covers 20 miles)

- 5-10 miles is an additional £6
- 10-15 miles is an additional £12
- 15-20 miles is an additional £18
- 20-25 miles is an additional £24
- 25-30 miles is an additional £30

Please note that this charge will apply to each individual session so if you book a package, you'll need to pay the additional travel fee when you book each successor session, even though you have already paid for the session itself.

One-to-one session types:

- **One to one session for adult dogs and puppies over 20 weeks of age are £65, 3 sessions for £185 or 6 sessions for £370**

If you have booked the package of 3 you need to use all sessions within a 9 week period, and if you've booked the package of 6 you need to use all sessions within an 18 week period. You will need to book your sessions in advance to ensure there is availability. If you attempt to do this, and there is not availability please let me know **in the first instance** so that I can offer you alternative appointment options

- **"Puppy Pre-School" sessions (for puppies under 20 weeks of age) are £55 or 3 for £155**

These sessions are ideal to get puppies off to the best start, and to address early puppy raising problems such as mouthing, toilet training, crate training and night time settling. These visits can also cover additional training needed alongside the Puppy School course (for example if you have to miss any classes). If you book 3 sessions these need to be used within a 9 week period. Puppies must be under 20 weeks of age on the date of the first session. If you are booked onto 'Puppy School' group classes at Educating Paws you get a 5% discount on these sessions with the code: PUPPYSCHOOLS

- **Puppy School home course (for puppies under 24 weeks of age) is £140 (3 sessions)**

This course will go through the specific exercises taught in group Puppy School classes but on a one to one basis, sticking to a set format. It's ideal for shy puppies, owners who would prefer to learn at home, or puppies that are over the age cut-off point for group puppy classes. You will receive training handouts & treats, and a certificate & rosette on completion. Puppies must be under 24 weeks of age on the date of the first session. All 3 sessions need to be used within a 9 week period

Please see next page

Bookings & cancellations:

Please understand that this is a business as well as a passion so these appointments are sole income and you will be referred back to these terms if needed

I pride myself in providing a friendly but professional service, aimed at providing you with the training and advice needed to get you on the right track. This advice is based on my extensive experience and qualifications

Please carefully read the following before committing to book:

- Unless *previously* agreed your booking will be confirmed once payment had been received
- Please ensure that you have added the mileage charge at checkout. If you are booking a multi-session package you'll only need to add mileage fee for the first date. You'll be sent instructions on how to book successor sessions and add mileage fees for those. If this is not added at the time of booking you will be invoiced separately before the session, if this is not paid the consultation will be canceled and if this is within the 7 day cancellation period you will not be entitled to a full refund.
- Less than 36 hours notice of cancellation for a single session will incur a 20% cancellation fee. This will be deducted from the refund.
- If you have booked a package and request to cancel one of your sessions with less than 36 hours notice- this will be regarded as a missed appointment and that appointment will not be replaced or postponed (unless the appointment can be filled by someone else)
- Before your session you may be sent some requirements to ensure safety at the time of my arrival, such as having your dog attached to a short lead or behind a baby gate. Being injured by dogs (however friendly) poses a real risk to my ability to work and therefore earn an income
- Your booking confirmation email will contain a questionnaire to gather additional information prior to the session. Please submit this at least 36 hours before your session (unless agreed otherwise). Failure to get the information back may result in your session being canceled. If you have trouble filling in the questionnaire please ask for assistance. This is so that your session can be planned for and is crucial for a productive & safe session
- **Please, if your exact property is not listed on Google maps can you provide some directions to your property so that I am able to find you. House names and numbers are often impossible to see from a car**
- It is the client's responsibility to ensure they are available at the location on the time and date of the booking. There will be no refunds or postponing if the client does not attend on the day
- Less than 24 hours notice of cancellation will not be refunded and will be regarded as a no show
- Training goals will be set during the first session but results can never be guaranteed. Dogs are not robots and cannot be guaranteed to learn any more than human children can be guaranteed to learn everything taught in school. Results will heavily depend on your dog, their learning capacity, their mental state, their genetics, their upbringing, your daily routine, the ability to meet your dog's needs, your dog's health, your dog's learning history and your ability to train.
- Only scientific, modern and kind methods will be used. The use of harsh or punitive methods will not be used and I will cease to work with you if you decide to discard my advice and continue to use punitive methods
- Products may be recommended to assist with your dog's training plan. The purchase of these products are the responsibility of the client but some items may be available from the small Educating Paws shop, otherwise you will be recommended specific products online
- Children under 18 years of age must be supervised throughout every session and any child under school age but be supervised by an additional adult to you
- Any session can be terminated if the client uses threatening language, body language or behaviour
- Any appointment can be terminated if the dog is at risk of causing harm to me during the session
- If it is deemed that your dog has a behaviour problem (such as anxiety or aggression) then training limitations will be discussed, and the reasons behind this. I will be able to give you advice as to how to manage the problem for now however in order to begin in depth behaviour modification you will need a referral from your veterinary surgeon for behaviour support as per my membership of the APBC. Training and behaviour modification are not the same
- By committing to training both on and off the client's property, the client accepts the possibility of injury or damage to person or property by the clients dog or external factors
- In case of extreme circumstances such as a pandemic, sessions will automatically switch to an online format. Please note these will not be delayed; the same assessment and same help can be delivered to you remotely, face to face over a platform such as Zoom. In this case any mileage fees will be refunded to you. The same booking terms apply for any sessions switched to an online format.