

Terms and Conditions - General

1. All clients will be deemed to have accepted the services of Heathers Happy Hounds and Canis Dog Training (which in this document will be referred to as Arran Dog Training)
2. **Classes**

Bookings - A non-returnable deposit of £10 is required to secure your place, and the remaining balance should be paid on the day in cash. Cancellations will only be accepted if you cancel at least 7 days before your class start date. Although cancellations will be honoured if your dog is in heat, or you have a medical emergency.

A medical emergency is an **acute injury or illness that poses an immediate risk to a person or dog's life or long-term health** where they will not be able to attend the class.

Bank transfer H Dugdale 60-83-71 71940561 Starling Bank -Please use your dog's name as a reference.
3. Whilst Arran Dog Training has public limited liability insurance, and will always strive to ensure your dog is safe, there is always an element of risk of injury from play especially if they are still puppies,, and there can always be a unforeseen disagreement when dogs are off-leash in a class environment, especially when practising exercises such as recall. . Should your dog sustain injury from play, or cause injury to another dog or person from biting, fighting etc, any related vet's fees or fees incurred will be the responsibility of the owner of the dog who caused the injury.
4. Arran Dog Training must be alerted to any behavioural aggression problems, including but not limited to dog on dog aggression, dog on human aggression, food aggression or any other resource guarding behaviour at the time of booking. Failure to do so may result in the cancellation of any future contract.
5. Although Arran Dog Training holds Public Liability insurance, wherever possible dogs should be insured by the client, and it is the owner's responsibility to ensure it is up to date., Arran Dog Training reserves the right to refuse a booking for any dog which is not insured.
6. Dogs attending class who have not had their Kennel Cough Vaccine do so at their own risk , and is the responsibility of the owner.
7. As part of the introduction of GDPR HHH will value your privacy and your information will not be shared to any other organizations or be made public. Any personal records will be destroyed when or if our agreement ends. You can also request the deletion of any information I may hold about you at any time.
8. In order to stand the best chance of a long term positive change in your dogs obedience or behaviour, it is important that training advice given in class is followed, and that training is continued by you on a daily basis in order to have the best chance of success.
9. From time to time I may wish to take photos of training or class sessions, or use photos sent by clients. If you are not happy for you or your dog to be photographed or have your photos used on social media please let me know, but don't worry I will always ask first!