

Terms and Conditions - General

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

Bookings - A non-returnable deposit of £10 is required to secure your place, and the remaining balance should be paid on request two weeks before the class starts. The remaining balance payment is non-refundable after the completion of the first class in the session. Cancellation refunds on the balance will only be honoured if you cancel at least 7 days before your class start date. Although postponements 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 full session.

Please note if payment is not received within 7 days of my email request then your space will be reallocated.

For all other services, please check my website for prices
3. **121 services**

Payment can be made by bank transfer before at least 3 days before our session or in cash immediately after the session has finished.
4. **Payments**

Bank transfer H Dugdale 60-83-71 71940561 Starling Bank -Please use your dog's name as a reference.
5. Mileage expenses which include travel time will be added to the cost of any 1 2 1 sessions. This is calculated at £1.00 a mile. If any other expenses are incurred then these must be paid in advance and are not refundable should you cancel E.g Ferry tickets.
6. Cancellation refunds will be honoured if you cancel at least 48 hours before your appointment date. Postponements and rescheduled appointments will be honoured if your dog is in heat, or you have a medical emergency.
7. Whilst HHH 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.
8. HHH 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. If a bad behaviour starts within the 6-week puppy session, or any other class session please let me know asap and I will do my utmost to help you resolve the problem.
9. Although HHH 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. HHH reserves the right to refuse a booking for any dog which is not insured.
10. As part of the introduction of GDPR HHH will value your privacy and your information will not be shared with any other organizations or be made public. Your 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.
11. In order to stand the best chance of a long-term positive change in your dog's training 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.

12. 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!

Additional Terms and Conditions - Behavior Management - 1-2-1

13. The owner must provide a true and accurate account of the dog's behaviour and history.
14. In order to stand the best chance of a long-term positive change in your dog's behaviour, it is important that both training plan and management advice is followed. HHH can never guarantee results or promise to "fix" your dog, but successful training and behaviour modification is not just about the work I do when I am with you, it is also vital that training is continued by you on a daily basis in order to have the best chance of success.
15. Responsibility for the dogs' actions always rests with the client/owner/keeper. Dog training and behaviour is not without risk. HHH will not accept responsibility for any loss, injury or damage to any persons, animals, or property during the provision of dog training and behaviour activities or while you are working with your dog.
16. HHH will work directly with you and your dog to create a suitable training plan tailored to your individual situation and needs. Should you choose a training plan designed specifically for your dog, then the plan will be sent to you by email or printed at your request.
17. Behaviour modification relies on a strong partnership between you and your dog and HHH will work with you to show you positive and kind methods to help create this bond, but you must commit training as much as you can in order for progress to be made.