



# Terms and Conditions

Effective Date: May 2025

## Introduction

Welcome to Posh Collar Academy. These terms and conditions outline the rules and regulations for the use of our services. By accessing and using our services, you accept and agree to comply with these terms. Bookings cannot be accepted without agreement to these terms and conditions.

## Services

We offer a variety of dog training services for dogs of all age, breed and background, these include but are not limited to:

- Life skills and environmental learning.
- All levels of obedience training.
- Behaviour modification
- Puppy packages, specialising in early weeks life skills.

Our training format can be one-to-one, or group based, with up to a maximum of 6 dogs per group session. This is selected at the time of booking.

## Bookings and Cancellations

- All bookings must be made in advance and are subject to availability.
- **One-to-One Bookings**
  - If you need to reschedule a one-to-one session, please contact us as soon as possible. We will do our best to accommodate your request, subject to availability.
  - Clients must provide at least 48 hours' notice for cancellations. Refunds will not be given unless exceptional circumstances prevail.
  - Cancellations made less than 48 hours before the scheduled one-to-one session may incur an additional cancellation fee. This additional cancellation fee is limited to 50% of the total booking fee.
- **All group classes, walks or workshops.**
  - If our minimum class numbers are not met, Posh Collar reserve the right to cancel the group class, walk or workshop. A minimum of 48 hours' notice prior to the first session will be given. If an alternative class cannot be offered a full refund will be given.



- Prior to commencing the first group session, if you need to defer the starting date of the full course, please contact us as soon as possible. We will do our best to accommodate your request, subject to availability.
- For group training sessions or any other block bookings. Clients must provide at least 48 hours' notice prior to the commencement of the first of the group session booked for notice of cancellation. Refunds will not be given unless exceptional circumstances prevail.
- Cancellations made less than 48 hours prior to the commencement of the first group session scheduled may incur an additional cancellation fee. This additional cancellation fee is limited to 50% of the total booking fee.
- Once the group booking is underway no refunds will be made for non-attendance. An exception may be made on a case-by-case basis for dogs that come into season.

## Fees and Payments

- All fees for services must be paid in full at the time of booking.
- We accept various payment methods, including UK major credit/debit cards (via our website) and bank transfer.
- In the event of non-payment, we reserve the right to suspend or terminate services until payment is received.

## Client Responsibilities

- Clients must provide accurate and complete information about their dog, including any medical conditions or behavioural issues. A pre training questionnaire must be completed at time of booking and prior to any training being undertaken.
- Clients are responsible for bringing their dog to the training sessions on time and with the necessary equipment. (Please refer to the section titled Equipment.)
- Clients are expected to follow the trainer's instructions and practice the training techniques between sessions.
- It is the client's responsibility to ensure that their contact information is kept up to date, Posh Collar cannot be held responsible for any decisions made in the event of not being able to contact the client because of incorrect information.

## Dog Health and Safety

- All dogs must be up to date with their vaccinations and free from contagious diseases. We reserve the right to request copies of vaccination cards.
- It is the client's responsibility to ensure the dog is microchipped with all information up to date.



- Dogs showing signs of illness or injury should not attend training sessions. Please inform us if your dog is unwell.
- Dogs in season are not permitted to attend group sessions or training walks. Please inform us if your dog comes into season. One-to-one training sessions will be at the discretion of the trainer. Posh Collar reserves the right to cancel or re-arrange prebooked sessions if the dog comes into season after the date of booking.
- Owners are responsible for their dog's behaviour and safety during training sessions. We reserve the right to remove any dog that poses a risk to others.

## Equipment

- Dogs should wear a flat collar or harness, with a UK legislation compliant dog tag.
- Suitable lead, we recommend the use of a double ended training lead. Slip leads and extendable leads are not allowed.
- Poo Bags, owners are responsible for cleaning up after their dogs and disposing of waste in a responsible manner.
- Training pouch and high value treats.
- Owners should wear appropriate clothing and footwear for the training location and weather conditions.
- Owners should bring water and water bowl for their dog to all sessions.

## Trainer Responsibilities

- Our trainers are qualified professionals with experience in dog training.
  - Our puppy trainers or those providing our puppy packages will be Easy Peasy Puppy qualified instructors.
  - Our dog trainers will have attended the Institute of Modern Dog Training Courses and be attending the IMDT Mentorship Programme or will be IMDT accredited.
  - Our trainers will be DBS checked, and first aid trained for dogs and humans.
- Trainers will provide guidance and support throughout the training process, using positive reinforcement techniques.
- We will make every effort to help clients achieve their training goals, but results may vary depending on the dog's personality, breed, and consistency of practice.
- Where appropriate trainers may choose to use their own dogs to assist training.

## Extreme Weather

- In the event of extreme weather which may have an adverse effect on the dog (e.g. heat, thunderstorm, snow/ice), Posh Collar reserves the right to take necessary actions to ensure safety including postponing sessions or adjusting arrangements.



## Photography and Videography

- Clients consent to give permission to use video and photographs of them and their pet for Posh Collar to use on their website and social media. Should a client not consent this should be indicated on the booking form.

## Liability

- We are not liable for any injury, loss, or damage that may occur during training sessions.
- Posh collar trainers are fully insured, including Public Liability insurance.
- Clients are responsible for their dog's behaviour and any resulting consequences.
- Clients are advised to have appropriate insurance coverage for their dog.

## Privacy

- We value your privacy and will protect your personal information. Any information collected during the booking process will be used solely for the purpose of providing our services and will not be shared with third parties without your consent.
- We ensure that your data is stored securely and handled with the utmost care, in compliance with GDPR standards.

## Changes to Terms and Conditions

- We reserve the right to update or modify these terms and conditions at any time. Clients will be notified of any changes, and continued use of our services constitutes acceptance of the revised terms.

## Contact Information

If you have any questions or concerns regarding these terms and conditions, please contact us at:

- Email: [poshcollar\\_admin@btinternet.com](mailto:poshcollar_admin@btinternet.com)
- Phone: Tracey Rust 07876 653174, Rachel Hartgrove-Hewitt 07731 852076

Please like and follow our Facebook page [#Poshcollar](#), which contains information and news.

Thank you for choosing Posh Collar Academy We look forward to working with you and your dog!