



Terms and Conditions

1. Training Methods

We only endorse positive training methods in our classes and one-to-ones, these should NEVER result in causing fear or pain in the animal being trained. If we see any evidence that punishments or abuse is happening during our sessions, we will immediately cancel our training agreements.

Please read our ethos and any course material carefully before attending classes. We also ask that you fill in our booking form for us to fully understand how best to help you and your pet.

2. Payments

All sessions (both one-to-one and groups) must be paid for in advance. Payments can be made in cash at the start of the first sessions, via bank transfer or Paypal (in some cases) - if using bank transfer then funds must be transferred at least 1 hour before training starts. One-to-one sessions will be invoiced in full prior to the visit. Group training sessions will require a non-refundable deposit at the time of booking, the remaining balance will then be invoiced around 10 days before the start of the course. Failure to pay the deposit prior to the start of the course will result in loss of your training space.

If you are late to a class or need to leave early for any reason you will still be required to pay for the session in full.

Bank details are as follows:

Mrs M G Mathieson

30 - 97 - 17

51610568

3. Cancellations and refunds

In the event that Bank & Beyond must cancel a session or group course you will receive a full refund or the option to put monies towards a future class (whichever you would prefer).

In the event that you need to cancel a one-to-one session, then please do so at least 48 hours prior to the visit; in order to move the booking or receive a full refund. If cancellation is done after this point refunds or partial refunds will only be made on a case-by-case basis.

If you decide to cancel a group training course booking, then your deposit payment will be non-refundable. However, if the cancellation is made more than 1 week before the course start date then the remaining balance may be refunded or transferred to another course (whichever you would prefer). If cancellation is made less than 1 week before the course start date refunds or partial refunds will only be offer on a case-by-case basis.

No refunds will be offered if cancellation of a group course is made after the course start date. Instead, catch-up sessions may be offered, on a case-by-case basis.

4. Behaviour

We aim to create fun and stress-free training environments, to this end we ask that owners of dogs which show aggression and barking tendencies inform us first so that we can make appropriate arrangements to keep all attendants safe and relaxed. If you knowingly bring an aggressive dog to class without prior consultation you may be asked to leave.

We will also not tolerate verbal or physical abuse by owners, ether to our staff or others in our classes. If you are seen to be causing distress to others in our classes or one-to-one sessions, we will ask you to leave.

5. Safety

The health and safety of both dogs and owners is very important to us. To this end we have an extensive risk assessment for all sessions, as well as full insurance coverage. We make sure all equipment and training spaces are safe and clean before training starts and ensure that this remains the case throughout classes. We use pet safe disinfectant with all our equipment in order to help prevent the spread of illness in our groups.

We ask that all owners fill out a New Client form before joining us so we can ensure dogs are fit and well and not a risk to others. Before your first class and once a year after we will ask to see your pet's vaccination card to help stop the spread of preventable diseases in our classes. We also ask that dogs attending classes are treated regularly for fleas, ticks and worms, and if your pet is unwell in any way that they do not attend our group classes. As part of our New Client forms, we ask that you inform us of any allergies you or your pets have so that we are able to ensure your safety.

Bitches in heat should not be brought into group classes for their own and others safety, unless this is checked with myself first and confirmed to be secure.

While we do our best to ensure the safety of all dogs and people in our sessions (and will advise participants to stop or edit techniques if they appear unsafe) all classes, one-to-ones and homework activities are completed at the owners' own risk.

6. Social media

Social media is a big part of our lives now and Bark & Beyond will be making regular posts about our training. As part of our New Client form, we will ask if you are happy for your dog or you to be included in these posts. If you change your mind at any point please feel free to inform us and we will update our records.

7. Your data

Any information we have about you and your pet will be kept securely for our own uses. We will not give this information to any external groups or organisations and all records will be cleared after 4 years.

8. Cars

Cars parked at our training venues are left at the owner's risk. Please remember to park considerately and lock your vehicles in our car parks.

9. Complaints

We welcome any opportunity to improve our service and therefore welcome feedback both positive and negative. However, we do ask that any complaints be made first to us personally (contact@barkandbeyond.net) so that we can work to resolve them.

If you have any questions about the points made in this document, then please email us at: contact@barkandbeyond.net