



## **Paws In The Right Direction Terms and conditions**

This is the boring bit.... lots of words that all sound quite serious! However, it is important that you read through this document and then we can get on to the fun stuff and training! Please note that payment for services also implies full agreement with these Terms and Conditions.

### **Training and Handling Methods**

The training techniques used by Paws In The Right Direction are based on the principles of force free methods and, as such, are kind, fair and reward-based. Harsh handling of dogs, physical force and the use of punitive methods/ punishment/ corrections or equipment designed to be aversive (including choke chains, check chains, prong collars, spray collars, e-collars or any other device deemed unacceptable by the trainer) are not permitted in training sessions and should not be used in training your dog.

### **Payment, Refunds and Cancellations**

One to One sessions and puppy packages must be paid for a minimum of 48 hours in advance of the booked time/ date of the session.

If you would like to re-arrange a session with more than 48 hours to your session, rather than cancelling and refunding the session, we are happy to offer the new booking to you at a time/day that suits us both. If under 48 hours notice then no refunds will be given, however, this will be made at the sole discretion of Paws In The Right Direction.

In the event that I have to cancel a session with you due to unforeseen circumstances, such as adverse weather/ illness/ emergency, we will make every effort to reschedule your session to another mutually convenient time. If this is not possible, we will refund you for the cost of that particular session.

### **Group puppy classes/courses**

Full payment is required to secure your space and no place is secure until full payment is received.

Bitches in season cannot attend the classes while in heat, however, you are welcome to attend without your dog while they are.

Early socialisation is incredibly important for puppies' to stand the best chance of developing into a well-rounded dog and because this window of opportunity is very small, Paws In The Right Direction is happy to take puppies 1 week after their first injection.

This may be contrary to what you have been told by your Vet. "However Veterinarians specialising in behaviour recommend that owners take advantage of every safe opportunity to expose young puppies to the great variety of stimuli that they will experience in their lives. Enrolling in puppy classes prior to three months of age can be an excellent means of improving training, strengthening the human-animal bond, and socialising puppies in an environment where the risk of illness can be minimised." AVSAB

Paws In The Right Direction will take all reasonable precautions to reduce the risk. I would encourage you to carry puppies from your car to the training venue until your puppy is fully vaccinated.

However, the final decision must be yours.

Children can attend the classes but they must make sure they sit and listen and not disturb the class. please make sure they do not inappropriately approach the other dogs or until you know that dog is happy being touched by children, we do not want to add additional anxiety. If a child is disturbing the class too much or upsetting the other dogs then Paws In The Right Direction has a right to ask them to no longer attend.

### **Safety**

Any instances of accident or injury must be reported to the trainer at the time they occurred. All dogs must be kept safe and it is the responsibility of the owner to ensure the safety of others (other animals and people) with regard to your dog's behaviour at all times.

Flexi leads (extending leads) are not permitted in training sessions to avoid injury. For home visits, please arrange for your dog to be in another safe room so they cannot run out of the door (without access to the front door) when your trainer first arrives – we are happy to wait while you do this!

### **Children**

Children are very welcome to attend training sessions, with appropriate adult supervision. We accept no responsibility for children at training sessions and it is the responsibility of the supervising adult to ensure the children's safety at all times.

Young people under 16 must be accompanied by an adult.

### **Health and Vaccination**

All dogs and puppies should be suitably protected from the potential risk of disease, as well as being appropriately treated for internal and external parasites. Paws In The Right Direction advises that owners should consult their veterinary professionals with regard to such issues. There can be no guarantee that there is absolutely no risk of disease at any venue or when in contact with any other dogs or materials, such as toys, which may have been in contact with other dogs.

It is the owner/ handler's responsibility to ensure that their dog is appropriately protected against the risk of disease: Paws In The Right Direction accepts no responsibility for the potential or actual exposure of dogs to disease. If an owner chooses not to routinely vaccinate their dog/ puppy (for example because they are choosing titre testing or using homoeopathic nosodes), this is entirely the choice of the owner and is a decision made at their own risk. By agreeing to these Terms and Conditions, you are accepting full responsibility for the protection of your dog from the risk of disease. Please advise us in advance of the session if your dog has been in contact with another dog infected by a contagious disease or if they appear to be unwell (eg. vomiting, diarrhoea, coughing, runny nose etc). Depending on the issue, it may be advisable for the session to be cancelled or re-arranged. If your dog has any known allergies or intolerances to certain foods or has any other special needs, it is your responsibility to bring this to the attention of the trainer before the start of the session, and provide appropriate alternative treats etc.

### **Marketing/ Privacy**

Photographs may occasionally be taken during training sessions. Such photos may be used by Paws In The Right Direction for the purposes of marketing. If you do not wish for photographs of you and/ or your dog to be used or shared, please let us know.

### **Disclaimer**

We make every effort to ensure the safety of both clients and dogs during One to One sessions. However, by making a booking with us, you are accepting that participating in an activity with dogs, children and adults poses a risk of injury to yourself and your dog, and you agree to indemnify Paws In The Right Direction for all personal injury and damage to property while attending training sessions. You agree to assume full responsibility for any risks, injuries or damages, known or unknown, which

might occur as a result of your dog attending such sessions. You also agree to make any person who accompanies you to the session(s) or takes your place, aware that they are also there at their own risk. You understand and accept that your dog (and its behaviour) remains entirely your responsibility at all times, whether or not in the presence of the trainer.