



Terms & Conditions

Dear Client:

- ❖ Please be aware; Dog training requires a lot of commitment and time, so please consider this before you part with your hard earned cash.
- ❖ Please note: Any equipment belonging to Focus Dogs is used by the clients and their dogs. However, if any of the said equipment is damaged in any way Focus Dogs have the right to request the item is replaced either like for like at the client's expense or as cash transfer covering the cost of the replacement.

1-2-1 Training sessions including Package Courses:

- ❖ The training session will take place at your home or at a suitable, agreed location, depending on the nature of the training. Practical aspects of the programme are included and will be demonstrated to you.
- ❖ Fees must be paid at time of booking the session with us. Only once paid is the session/course confirmed.
- ❖ All sessions of a course **must** be taken within 16 weeks of the date of the 1st session **unless** due to the complexity of the issues we have worked in a new timetable. If for any reason where you take a break for any reason and the 16 week deadline pass any sessions you may have had will be expired and no refund will be given.
- ❖ If you need to cancel your appointment please inform Focus Dogs, allowing 48 hours notice. Cancelled appointments with less than the notice period will incur a cancellation charge of £30.00 or if part of a package then that lesson will be deemed to have been used.
- ❖ If Focus Dogs are not notified of any planned absence or temporarily stopping training, bearing in mind the 16 week deadline, Focus Dogs will assume that you have left and

that there will be no refund of lost lessons or there will be no restarting of lessons after the 16 week deadline. A new course will have to be paid for.

Initial start to courses:

About your session.

We do not describe ourselves as Behaviourists. We are Trainers with many years of experience of observing and coaching dogs. If you wish to see a fully qualified (Degree Qualified) Behaviourist then you can find one here: <https://www.tcbts.co.uk>

Before:

The initial session helps to identify the underlying motivation for any unwanted behaviour. A programme will be devised for your needs based on our observations and specific to your requirements to help you manage and modify their behaviour. Such issues are often complex having taken time to develop and rehearse. Therefore, before proceeding it is necessary that any potential underlying medical condition or potential cause of pain that could be contributing to your pet's behaviour is ruled out.

During:

The initial session will usually take place at your home however, we may ask to accompany you on a walk. Practical aspects of the programme are included and will be demonstrated to you.

Extra Fees:

Any parking expenditure or congestion charge, if applicable, will be an additional cost to you.

After:

We will work closely with you during the course. Support is given via WhatsApp and a Facetime/Skype call if needed. You will be given advice re where to research topics for example diet or exercises. You will be given notes that are made during the session to help support you for the lesson and remind you of what to practice.

Safety:

It is your responsibility to ensure we are not placed in any danger of being bitten. Please ensure you control your dog if necessary either by a leash or a leash and muzzle if the issues demand it.

Disclaimer:

Animal aggression can cause injury, including fatal injury, to other animals and people. Treatment for aggression is not a guarantee of success and modifying behaviour does not assure that the aggression will be successfully controlled. It is the responsibility of the owner to ensure that their pet does not harm in the future. Precautions may involve, but are not limited to, keeping a dog on lead, the use of muzzle, informing others of the dog's aggressive tendencies, not mixing with certain types of people or other dogs, or confinement behind fencing and doors. Owners remain responsible for their dogs at all times and are advised they have adequate pet or household insurance cover for liability in the unlikely event of damage or injury caused by their dog to property or to a third party. It is strongly recommended that your dog is insured for third party liability with or without vet cover.

Payment for Group Classes Only.

- All group sessions are run the same. Payment in full is paid in advance at the time of enrolling.
- The dates for the number of sessions are given to each handler. These dates cannot be changed.
- If you are away, ill, or your dog is unwell or for any other reason you cannot attend the session is spent .
- There are no carry overs or refunds.
- *So please before you book ensure you have no holidays booked, family commitments , birthdays etc on the dates given to you.*
- If the session is postponed by Focus Dogs due to personal reasons or more likely the weather, then the session will still be valid and we will publish the date of this session. You will not lose this session for this reason.

Your safety:

- ❖ Our training involves practical handling therefore appropriate shoes and clothing is recommended. Please wear comfortable flat shoes for safety reasons, as you will be moving about. You will be required during training to get down on the ground therefore suitable attire is recommended.
- ❖ All dogs must be kept under the owner's control and on a lead, except where specifically instructed by our instructors. You are responsible for the conduct of your dog at all times. Dogs in class must not lunge or bark at other dogs present.
- ❖ Owners are advised to have appropriate pet insurance cover that includes third party liability insurance.

Dog Health:

Dogs unfit for class:

- ❖ The client confirms that their dog is fully vaccinated*, microchipped, not in heat, has been wormed & flea treated, and is in good physical health (unless otherwise declared).
- ❖ Welfare and safety of all dogs is paramount to us. Dogs in an unfit state of health due to illness, disease or injury cannot be brought to class.
- ❖ Do not bring your dog to class if they have been in contact with an infectious disease, such as kennel cough or conjunctivitis.
- ❖ If you are unsure as to whether your dog is well enough to attend, please refer to your Vet.
- ❖ Dogs should be adequately protected by vaccination as advised by your vet and verification may be requested.
- ❖ Puppies can attend our classes from one week after their first vaccination has been administered by a Vet. For all puppies' wellbeing verification of vaccination status must be provided. Failure to provide confirmation will result in puppies not being able to participate in a class.
- ❖ Puppies participating in 1-1 course can start from 8 weeks old whilst waiting for their vaccinations.
- ❖ Bitches in season are not permitted to attend a class. Please notify us if you consider your bitch may come into season during a course.

Privacy:

(why we collect your personal data and what we do with it)

When you supply your personal details to us they are stored and processed for 2 reasons:

1. We need to collect personal information in order to provide our services safely and effectively and as such have a 'Legitimate Interest'.
2. Provided we have your consent, on occasion we may email you news, updates from us, announcements about and offers for our training courses. You may withdraw this consent at any time by [emailing us](#).

We have a legal obligation to retain our records about you for 7 years after your most recent appointment. After this period you can ask us to delete our records about you. Otherwise, we may retain our records about you indefinitely in order that we can provide the best possible service should you contact us again in the future.

Your records are stored on paper at our premises .

We will never share your data with anyone who does not need access without your written consent. Only the following people will have routine access to your data:

- Simon Allen, Anne Marie Small.

We will never pass your details on to other parties.

You have the right to see what personal data of yours we hold, and you can ask us to correct any factual errors. Provided the legal minimum period has elapsed, you can also ask us to erase your records by [emailing us](#).

Training Methods:

As a member of reputable organisations including the *Academy of Dog Training and Behaviour* and in accordance with membership Code of Practice, we practise kind, fair and effective techniques avoiding the need to use physical correction of any type. Harsh handling of dogs is wholeheartedly discouraged and the use of check chains and other coercive or punitive methods, including lead jerking, shouting or smacking, is not permitted.

You may not use any gadget or device in class that we consider aversive, such as slip

leads, pinch collars, spray collars, compressed air canisters, rattle cans or water squirters, or any other device, or method, that has potential to cause injury, pain or fear. Any owner who continues to use harsh methods when asked not to, will be asked to leave our classes and not return.

Weather:

- ❖ Focus Dogs reserve the right to cancel/postpone lessons due to the weather.
- ❖ This could be due to heat, cold, wind, heavy rain.
- ❖ Please do not text Focus Dogs if a lesson is going ahead due to the weather; Focus Dogs will make a decision based on the BBC forecast the night before and take the appropriate action
- ❖ If any session is cancelled due to the above, your session will be rescheduled.

Focus Dogs Promise:

- Focus Dog Training aim to work with you and your dog using the least invasive methods for both of you. Our aim is to build on your relationship with you dog to create the best team.
- Focus Dog Training reserves the right to change the content, timing, dates, venue or instructor. We try to avoid this as much as possible, but sometimes this is unavoidable, particularly with changes in the weather meaning we have to postpone a session.
- Focus Dog Training will not be liable for any losses or expenses arising from amendments to the course or cancellations.
- Course materials, where relevant, are usually supplied after your course has completed. Follow up emails and course materials are supplied for your personal use and must not be copied or forwarded without permission.

Focus Dogs Cancellation:

In the course of a training session, or in the case of advance paid block booked training, Focus Dogs reserves the right to terminate the training at any time before or during its term if, in our sole discretion, we determine The Client's dog poses a danger to the health or safety of the trainer. If this is the case a refund will be made of the remaining sessions.

Client Cancellation:

Where a client decides to terminate early a pre booked course either 1-1 or Class for any personal reason, for example ; moving house / area or loss of employment etc.

Please give Focus Dogs as much notice as possible. There will be no refund of any sessions.

Where a client wishes to leave Focus Dogs from a pre booked course either 1-1 or Class due to being dissatisfied with the quality of the training provided or due to a grievance against Focus Dogs. Initially please bring your feelings to the notice of Focus Dogs as soon as possible. We will work together with trying to rectify any issue you feel you are experiencing. If necessary we will review the training for your dog. If you still feel you wish to leave then again regrettably there will be no refund of any sessions.

Focus Dogs 'Guarantee':

- ❖ Working on behaviour modification takes time, commitment, consistency and patience.
- ❖ There are no guarantees and no cures, there are no quick fixes and no magic wands either.
- ❖ Implementing any training or behaviour treatment plan is the responsibility of The Client, as is their dog's welfare and on-going behaviour.
- ❖ No guarantee of results: The Client recognises that the consistent role he/she plays in their dog's learning process is integral to achieving effective and desired results.
- ❖ The Client acknowledges and agrees that there is no guarantee that their dog will achieve the desired level of training, despite the best efforts of Focus Dogs. The Client further understands that the recommendation of any other product or service by Focus Dogs is not a guarantee of satisfaction with that product or service.