

**Terms and Conditions**

Wigglewags Dog Training will be known as Wigglewags.

The Client will be known as the dog owner.

1. The dog owner is responsible for their dog at all times.
2. The dog owner must ensure that the dog’s vaccinations are up to date before joining the classes.
3. If the dog or the dog owner has any medical conditions or disabilities that the dog owner believes may be impacted by training then the dog owner must inform the trainer at the beginning of the course.
4. Wigglewags reserve the right to remove the dog from the classes if they believe that the dog posses a hazard to other dogs or people within the class setting. Wigglewags believes that all dogs deserve a chance to be trained, however group classes may not be suitable for all. In this case Wigglewags will offer one to one training, however this will come at an additional cost.
5. Due to the recent change in law, Wigglewags can no longer accept XL Bully breeds to attend the group classes. You can however book your XL Bully on to 121 sessions providing you provide Wigglewags with a copy of your dog’s exemption certificate and follow the law regarding bringing your dog to the training field muzzled and kept on lead.
6. The cost of the course is non-refundable. If you would like to transfer the payment of a course to another Wigglewags course then this must be agreed with Wigglewags no less than 1 week prior to the original course start date.
7. If, due to extreme weather such as extreme heat, thunderstorms or snow, any classes are cancelled, these will not be refunded. Wigglewags will endeavour to rearrange the class or offer a different class time, however this cannot be guaranteed.
8. Although dog owners are welcome to bring their children to classes, they are the responsibility of the dog owner and any children who attend must not be allowed to disrupt the classes. Dog owners must consider that some dogs may not be used to children and therefore make their own informed decision of whether or not it is safe or right to bring their children.
9. Wigglewags will be taking photos and videos during some sessions. This is to aid with progression. These images may be used on social media to help promote Wigglewags. If the dog owner does not wish for images of themselves or their dogs to be shared on social media, please let Wigglewags know.
10. Wigglewags shall make every reasonable effort to teach the dog owner and their dog the skills as outlined in the course curriculum. Wigglewags does not however take responsibility for the dogs’ future behaviour or performance as it is the dog owners’ responsibility to practice and reinforce the skills taught daily. The dog owner acknowledges that without consistent and continuous practice and reinforcement of the skills taught, that the reliability of the dogs’ performance may decline.
11. Female dogs in season are not permitted in group classes for the duration of the season plus one week after the season has finished. Refunds cannot be issued for sessions missed due to dogs in season.
12. If the dog owner has any concerns or queries about the course, they must address these with Wigglewags. Wigglewags will endeavour to provide customer satisfaction at all times and want the opportunity to rectify any issues that the dog owner may have.