



Terms and Conditions

ON PAYMENT OF THE DEPOSIT, YOU AGREE TO THE FOLLOWING T&C'S

Training and Handling Methods

The training and behaviour modification used by *The Dog Within* are solely based on the principles of positive reinforcement and, as such, are kind, fair and reward based. Harsh handling of dogs including physical force, or the use of punishment/punitive methods/correction or equipment designed to be aversive (including but not exclusive to choke chains, spray collars, e-collars or any other device deemed unacceptable by *The Dog Within*) are not permitted in training sessions nor should these be used when training your dog.

Payment and Cancellations

Payment - A deposit is required within **48 hours** of receiving your booking information to secure your booking. If the deposit is not received within this time the booking will be released. The full balance of your booking is required prior to your initial coaching/Zoom session; time permitting. If your support begins soon after booking please pay in full. Please confirm by email or text that your deposit/balance has been paid using your dog's name as a reference.

Payment is non-refundable if the client chooses to terminate the program at any time, or if you rehome your dog.

1 week notice must be given to cancel a session. If sufficient notice is not given a reschedule of this session will be offered at the sole discretion of *The Dog Within*. During busy periods this may not be possible.

Sessions are block booked when you sign up with The Dog Within. Please advise immediately if one or more of the session dates/times does not work for you.

Safety

- The registrant (you) understands that attendance to behavioural coaching/1-2-1 is not without risk to them, to anyone who may attend with them, or to their dog(s)
- The registrant (you), on behalf of themselves and any minors attending the coaching sessions waive, release, and agree to not hold responsible *The Dog Within*, Lorraine Cook or insurers from any and all causes of actions, claims, demands, losses, injury, and damages of any kind which may be sustained by them or their dog(s) in connection with the coaching session and outside of the coaching session. The registrant (you) is responsible for any damage or injury caused by your dog(s).
- During coaching sessions, it is the registrant's (you) responsibility to ensure the safety of all others (people and animals) regarding your dog's behaviour.

Parking

Please make parking available if possible. If a permit is required when we visit your home, please have this available on arrival. If parking requires payment please plan for this.

Health and Vaccinations

All dogs and puppies should be suitably protected from the potential risk of disease and up to date with all vaccinations prior to behavioural visits. Excluding puppy pre-walks. If your dog is unwell within 48 hours of our scheduled visit please inform me immediately.

Marketing / Privacy

By making payment of the deposit or full balance you agree with the Terms and Conditions set out by *The Dog Within*. By agreeing to the T&C set out above you give *The Dog Within* permission to take photos of your dog during coaching sessions. Such photos may be used by *The Dog Within* for purposes of marketing, and/or training purposes, all personal information will be withheld. If you do not wish for photos of you or your dog to be used or shared please let us know.

All personal data will be managed in accordance with GDPR and will not be passed to third-party interests.

ONLINE COURSES

All online courses offered with support programs from The Dog Within are the property of 'The Dogs Point Of View'. Access codes given to clients of The Dog Within are not to be shared with any third party. By booking support with The Dog Within you agree to not share access to courses or membership areas.

Website members area and online courses are monitored regularly.

SUPPORT PLANS

We aim to send support plans within 48 hours of the session. On the odd occasion there may be a delay, if so you will be notified.

TRAINING VIDEO ANALYSIS

By signing up with The Dog Within you agree to send regular videos of your home training via WhatsApp. This enable me to keep up to date with your dog's progress and to advise on any areas I feel necessary. I aim to reply to all messages during a designated period each day. Failure to send over regular training videos may prevent your dog from progressing.

WEATHER CONDITIONS

In extreme weather conditions sessions will be rescheduled at my discretion based on the conditions and forecast for that time.

REPLYING TO MESSAGES

I practice 'trainer in your pocket' style teaching, which means you can send through questions and videos daily via WhatsApp Monday – Friday. I allocate a time slot each day to reply to all messages. If you send a message I may not reply until the following day. If your message is **URGENT** simply message **URGENT** to me and I will call you as soon as possible.

All information sent out to clients which includes Client Records, informational handouts, training procedures and Session Booklets are the property of 'The Dog Within' and are not to be shared with any third parties or passed on.