



# Terms and Conditions

## TERMS AND CONDITIONS FOR ONE -TO- ONE TRAINING

**Payment for services constitutes acceptance of these Terms and Conditions.**

### 1. Training Philosophy & Methods

- **Reward-Based Training:** All training uses reward-based methods, including clickers, treats, toy play, praise, and affection.
- **No Aversive Tools:** We do not use or permit the use of choke chains, prong collars, shock collars, slip leads, grots or any other aversive tools.
- **Methodology:** Behaviours are modified through a mix of management, positive reinforcement, enrichment, and environmental changes.

### 2. The Service

- **Nature of Training:** This service provides one-to-one professional coaching for you and your dog.
- **No Guarantees:** You acknowledge that dog training is not a "quick fix." Success depends on your commitment to the programme. Sit Stay and Play cannot guarantee specific results, as progress relies on your consistent application of the tools provided.
- **Consistency & Progress:** As training is a collaborative process, progress is dependent on the owner's consistency. Sit Stay and Play cannot be held responsible for outcomes where the recommended training protocols and home-practice schedules have not been followed.
- **Owner Responsibility:** You remain solely responsible for your dog's actions and safety at all times during the session, whether the training takes place at your home, a private facility, or a public space.

### 3. Legal Compliance & Safety

- **Legislation:** You confirm your dog is microchipped and wears an ID tag with the owner's contact details in accordance with The Control of Dogs Order 1992.
- **Dangerous Dogs Act:** You certify that your dog is not subject to any restrictions under the Dangerous Dogs Act 1991 and has not been involved in any incidents of unprovoked Aggression.
- **Honest Disclosure:** You must provide full and frank disclosure regarding any history of reactivity or aggression toward strangers or other animals.
- **Safe Environment:** For home-based sessions, you agree to provide a safe, respectful environment for the trainer. Aggressive or inappropriate behaviour toward your trainer will result in the immediate termination of the session without refund.

#### **4. Session Logistics & Equipment**

- **Session Timing:** Standard sessions run for 1 or 2 hours but may vary by approximately 15 minutes depending on the dog's energy levels or needs; no price adjustments will be made for these variations.
- **Required Tools and Equipment:** You are responsible for providing the correct and necessary equipment (e.g., treats, collar, harness, whistle, long line) as advised. Sit Stay and Play does not provide this.
- **Communication:** I aim to respond to all communications within 48 working hours.

#### **5. Welfare**

- It is important to ensure that your dog is suitably protected from the potential risk of disease, as well as being appropriately treated for internal and external parasites. While we cannot guarantee that there is absolutely no risk of disease at any venue or when in contact with other dogs or materials, it is the owners/handler's responsibility to take appropriate measures to protect their dog. Please note that we do not accept responsibility for any potential or actual exposure of dogs to disease. If your dog has any known allergies or intolerances to certain foods or has any other special dietary needs, it is your responsibility to bring this to the attention of the trainer prior to the start of your session.
- **Health Status:** Please advise us in advance of your session if your dog has been in contact with another dog infected by a contagious disease or if they appear to be unwell (e.g. vomiting, diarrhoea, coughing, etc).
- **Medical Issues:** If your dog develops a medical issue/illness please notify us immediately to discuss postponing; notification on the day of the session will incur full fees.
- **Nutritional Guidance:** Any advice regarding food brands is based on anecdotal experience and is not professional medical or nutritional advice.

#### **6. Bookings, Cancellations & Fees**

- **Pricing:** Costs will be agreed with you as part of your proposal beforehand. Fees may vary depending on logistics, use of venue higher if needed, and session time.
- **Payment:** All training sessions must be paid for in advance, within 48 hours of the first session being booked, by bank transfer. Failure to do so will result in the session being cancelled.
- **Refunds:** Sit Stay and Play does not offer refunds, but exceptions may be made at our discretion. Thank you for your cooperation and understanding.
- **Cancellations (Over 48 Hours):** Sessions may be rescheduled subject to availability. If you choose to cancel entirely, you will not be refunded.
- **Cancellations & No-Shows (Under 48 Hours):** Cancellations made with less than 48 hours' notice, or "no-shows," may result in being charged the full session fee and loss of session, but exceptions may be made at our discretion.
- **Late Arrival:** If you are late, the session will still end at the scheduled time.
- If Sit Stay and Play need to cancel your session due to extreme weather (hot/cold/wet) your session will be offered via zoom (where possible) or rescheduled. We will aim to give you advanced prior notice, but please ensure your contact details are up to date.

- All training packages must be completed within a three-month period. Any unused sessions after this time will expire. However, we understand that exceptional circumstances may arise, and we may be able to reschedule these sessions upon request. If you have any concerns or questions regarding your training package, please do not hesitate to reach out to us. We are always here to help and ensure your satisfaction.

## **7. Data Protection and Social Media**

- **Privacy Policy:** We take your privacy seriously. Any personal data collected during the booking or training process is handled in accordance with our Privacy Policy, which can be found on our website. This includes how we store your contact details and any behavioural notes regarding your dog.
- **Photo & Video Consent:** During training, Sit Stay and Play may take photographs or videos of your dog for educational, progress-tracking, or promotional purposes.
- **Promotional Use:** You grant Sit Stay and Play permission to use these images/videos on our website and social media channels.
- **Opt-Out:** If you do not wish for your dog to be featured, please notify us in writing or tick the "Opt-Out" box on your enrolment questionnaire. Sit Stay and Play will always respect your privacy.
- **Client Filming:** We encourage you to film parts of the session for your own home-practice reference. However:
  - **Personal Use Only:** These videos are for your private use only and must not be shared publicly or on social media without prior written consent from Sit Stay and Play.
  - **Proprietary Methods:** You agree not to record entire sessions or distribute our specific training protocols to third parties.
- **Identity Protection:** Unless otherwise agreed, Sit Stay and Play will only use your dog's first name in social media posts. We will never tag your personal profile or share your specific location without your express permission.

### **● DISCLAIMER:**

Please be advised that while we make every effort to ensure the safety of our clients and their dogs during training sessions, participating in activities with dogs, children, and adults inherently carries a risk of injury.

By booking with us, you agree to assume full responsibility for any risks, injuries, or damages that may occur as a result of attending our training 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/ behaviourist.

*Thank you for taking the time to read our Terms & Conditions, we look forward to working with you.*