



Educating Paws

The home of Puppy School
Wroxham & Hethersett

www.educatingpaws.co.uk



TERMS AND CONDITIONS FOR GROUP CLASSES

At Educating Paws, the aim is to provide safe, supportive and enjoyable training experiences for both dogs and their owners.

Classes are designed to help you understand your dog, develop your training skills and build a positive relationship based on trust, communication and cooperation.

These Terms and Conditions help ensure that every dog and owner can learn in a safe, respectful and supportive environment. Please read them carefully before booking, as they apply to all group classes, courses and workshops provided by Educating Paws.

1. Booking Information and Requirements

1.1 Choosing the correct course, class or workshop

- It is your responsibility to ensure you have selected the correct course, class or workshop, date, time and venue before booking.
- Please contact Educating Paws as soon as possible if you believe you have made a booking error.
- Each course, class and workshop has its own individual booking requirements, which are displayed on the relevant booking page before booking. These may include age restrictions, previous training requirements, vaccination requirements, suitability criteria or other eligibility requirements.
- It is your responsibility to ensure that your dog meets the stated requirements before booking.
- If you are unsure whether a course, class or workshop is suitable for your dog, please contact Educating Paws before making your booking.

1.2 Booking confirmation and communications

- Once you have booked, you will receive a confirmation email containing relevant information, including what to bring with you.
- Please check your junk/spam folder regularly, as emails can occasionally be filtered incorrectly. If you find emails from Educating Paws in your junk folder, please add the email address as a trusted sender to help ensure future communications reach your inbox.
- Class handouts, where applicable, will be sent to you via email after the class and come in PDF format. Handouts are not included with every course, class or workshop. If handouts are provided, this information will be displayed before booking.

1.3 Dates and attendance

- It is your responsibility to ensure you attend the correct course, class or workshop on the correct dates, at the correct time and venue.
- Please ensure all dates are noted in your calendar, including any planned breaks between sessions.

2. Bookings and Payment

2.1 Confirmation of booking

- Advance booking is required. Your place on a course, class or workshop is only confirmed once payment has been received.
- By making payment, you confirm that you have read, understood and agreed to these Terms and Conditions.

2.2 Payment methods

- Card payment is required unless an alternative payment method has been agreed in advance with Educating Paws.
- Where an alternative payment method has been agreed, you may be required to confirm your acceptance of these Terms and Conditions by another method.

2.3 Small business notice

- Educating Paws is a small business. Bookings represent reserved spaces that cannot usually be filled at short notice. For this reason, cancellation periods apply.
- Educating Paws is independently run, with one person managing all aspects of the business, including administration, communication and in-person training. Emails and messages may not always receive an immediate response and, depending on workload, may take several days to reply to.

3. Cancellations, Refunds and Changes

3.1 Cancellation by the client

- If you wish to cancel your booking and request a full refund, you must provide at least 7 days' notice in writing by email to claire@educatingpaws.co.uk.
- Cancellations made with less than 7 days' notice will only receive a refund if your space can be filled by another customer.
- Where a space is successfully filled, the refund will be issued minus a 20% administration fee. This covers the time involved in re-advertising and rebooking the space, along with any payment processing fees that cannot be recovered, such as card payment fees.

3.2 Missed sessions

- There are no partial refunds for missed classes.
- Your booking is for a specific date or set of dates. Missed sessions cannot be transferred, repeated or attended at a later date.

3.3 Vaccination requirements

- Refunds cannot be provided due to a lack of vaccination, incomplete vaccination status or failure to provide required vaccination evidence.
- It is your responsibility to ensure your dog meets any vaccination requirements before attending.

3.4 Female dogs in season

- If your female dog comes into season during a course, class or workshop, refunds cannot be provided.
- Where appropriate, you will be encouraged to attend without your dog so that you can continue learning and practise the training at home.
- If there is a waiting list and your space can be filled, Educating Paws may offer the option to attend a later course. This cannot be guaranteed and depends on availability and suitability of future sessions.

3.5 Dogs that are unwell

- Refunds or replacement sessions cannot be provided if your dog is unable to attend due to illness.
- Please contact Educating Paws if your dog is unwell. Where possible, you will be encouraged to attend without your dog so that you can continue learning.
- Dogs must not attend if they have symptoms of illness that could affect the health or welfare of other dogs, including (but not limited to) vomiting, diarrhoea, suspected contagious illness, kennel cough, parasites or any condition that may pose a risk to others.

4. Changes Outside Educating Paws' Control

- In circumstances beyond Educating Paws' reasonable control, classes may be postponed, relocated, moved online where appropriate, or adjusted until it is safe and suitable to continue.
- This may include, but is not limited to:
 - Extreme weather conditions.

- Heatwaves where your trainer considers temperatures or conditions unsafe.
 - Flooding.
 - Venue closure or the venue being unsuitable for safe delivery of the class.
 - Power outages.
 - Public health restrictions (for example, lockdowns as a result of a pandemic)
 - Other circumstances affecting the safe running of the session.
- Educating Paws will make reasonable efforts to provide suitable alternatives wherever possible.

5. Course Suitability, Dogs Attending and Behaviour

5.1 Meeting booking requirements

- By making payment, you confirm that your dog meets the requirements stated on the relevant booking page for the course, class or workshop you have booked.
- If you are unsure whether a course, class or workshop is suitable for your dog, please contact Educating Paws before booking.

5.2 Vaccinations and health checks

- You may be required to provide proof of your dog's age and vaccination status before attending.
- It is your responsibility to ensure your dog is fit and healthy enough to attend and meets any vaccination requirements stated on the booking page.

5.3 Bringing the correct dog

- Only the dog booked onto the course, class or workshop may attend.
- Dogs must not be substituted without prior agreement from Educating Paws. Any exceptions are entirely at the discretion of your trainer and must be agreed before attending.
- Please do not arrive with a different dog .

5.4 Dogs and owners who are not coping

- Occasionally, the class environment may not be suitable for an individual dog or owner.
- If your dog or you are not coping within the group environment, Educating Paws will discuss the best way to proceed. This may include making alternative arrangements to support you and your dog.
- Please understand that alternative arrangements may involve an additional charge where extra one-to-one support is required. Educating Paws will always aim to keep these costs to a minimum and act in the best interests of both you and your dog.
- A refund cannot be provided if a course, class or workshop is unsuitable for you or your dog.

5.5 Behaviour concerns

- If your dog's behaviour indicates that the class environment is unsuitable, or that their attendance may compromise the safety or welfare of themselves, other dogs or people, Educating Paws reserves the right to ask you to leave the class and discuss more appropriate training or behaviour support.
- Where appropriate, alternative arrangements may be offered. These may involve an additional charge depending on the support required.
- Educating Paws specialises in helping owners and dogs learn in a safe and supportive environment. Some dogs require more individualised support than a group setting can provide.

6. Expectations for Dog Training

6.1 Training results

- Dogs are living beings with individual personalities, emotions and learning histories. Results cannot be guaranteed, as progress depends on many factors including the dog's temperament, previous experiences, consistency of training and the amount of practice outside of classes.

6.2 Owner involvement

- It is your responsibility to practise the exercises and techniques taught during classes. Simply attending a course, class or workshop will not train your dog.
- Educating Paws will provide coaching, guidance and resources to help you develop the skills needed to continue training your dog outside of classes.

6.3 Training approach

- Educating Paws uses a welfare and science based approach to training.
- Training exercises are designed to help dogs learn effectively, build confidence and develop positive habits. Rewards such as treats, praise and toys may be used to help dogs understand and enjoy the learning process.

6.4 Additional support

- Your trainer is there to support you, so please ask questions if you need further advice.
- For more complex training challenges, you may be advised to consider additional one-to-one training or behaviour support.

7. Training Methods, Welfare and Equipment

7.1 ZERO TOLERANCE policy

- There is ZERO TOLERANCE of cruelty or inappropriate handling of dogs attending Educating Paws classes.
- This includes any physical manipulation, physical reprimands such as poking or nose tapping, shouting, leash corrections or any other methods that may cause fear, pain, discomfort or distress.
- You will be asked to stop immediately and may be asked to leave if these methods are used.

7.2 Prohibited training equipment

- The following equipment is not permitted at Educating Paws courses, classes or workshops:
 - Retractable leads (for safety and control reasons).
 - Slip leads.
 - 'Garotte' or 'grot' collars.
 - Choke chains or check chains of any description.
 - Harnesses designed to tighten around a dog's body.
 - Prong or pinch collars.
 - Electronic training collars, including citronella collars and any type of e-collar.
 - Pet corrector devices or other aversive noise devices, including air horns, shaker cans or ultrasonic devices.
 - Any equipment designed to cause discomfort, pain, fear or distress.
- Dogs cannot learn confidently and effectively when they are frightened, uncomfortable or experiencing unnecessary stress.

7.3 Head collars

- Head collars are not encouraged but may be permitted in special circumstances.
- If you wish to use a head collar, you must discuss this with your trainer before attending the class. Please do not arrive with your dog wearing a head collar unless this has been agreed in advance.

7.4 Equipment safety

- All equipment used during classes must be safe, correctly fitted and suitable for your dog.
- Educating Paws reserves the right to refuse the use of any equipment considered unsafe, damaged, inappropriate or likely to compromise the welfare of your dog or the safety of others.

8. Class and Venue Rules

8.1 Parking and arrival

- Please park sensibly and considerately at the venue.
- Drive slowly and take care when entering and leaving the car park, as there may be puppies, dogs and people nearby.

8.2 Keeping dogs safe during classes

- All dogs must remain on lead and kept away from contact with other dogs and people within the venue unless specifically instructed by your trainer.
- Some dogs may feel uncomfortable or trapped when approached while on lead, so it is important that all attendees respect each other's space.
- Please do not allow your dog to greet other dogs or people unless this has been specifically encouraged by your trainer.

8.3 Clothing and footwear

- Please wear sensible, non-slip footwear suitable for a training environment.
- Some activities may take place outdoors, so please bring appropriate outdoor clothing and footwear where required.

8.4 Accessibility and important information

- Please let Educating Paws know on your booking form if you have any specific access requirements, including physical, communication or other needs that may affect your participation.
- If you have a health condition that may require assistance in an emergency, please provide any relevant information, including instructions on what to do and who to contact if necessary.

8.5 Children attending classes

- Children of school age and above are welcome to attend classes but must not disrupt the learning environment or approach other people's dogs.
- Children must remain under the supervision of an additional responsible adult, who is responsible for ensuring they do not interfere with the class or other attendees' learning experience.
- Educating Paws reserves the right to ask that children who are repeatedly disruptive do not attend future classes.

8.6 Water spills and safety hazards

- If your dog spills water in their training area, please inform your trainer immediately so the area can be cleaned and appropriate safety measures taken.
- Wet floors can become slippery and create a risk of injury.

8.7 Identification and leads

- Dogs must wear a collar with an identification tag when in public places, as required by law.
- Dogs must be attached to a suitable lead. The lead may be attached to either a collar or harness, provided the equipment is safe and appropriate for your dog.

8.8 Respecting the venue and equipment

- Please respect the venue and Educating Paws training equipment.
- Training equipment and venue facilities can be costly to replace, so please take care during your attendance.

9. Treats and Training Resources

9.1 Bringing treats

- You are required to bring a supply of treats that are appropriate for your dog's individual dietary needs, preferences and training level.
- High-value treats are recommended, as they can help your dog focus and learn effectively during classes.
- If your dog has allergies, intolerances or specific dietary requirements, please ensure you bring suitable treats for them.

9.2 Treats used by your trainer

- Your trainer may also use treats during classes, including:
 - Nature's Menu treats (chicken and pork).
 - Feelwells training treats.

- Plain cooked chicken.
- Liver paste.
- “Pate” style chopped treats (such as JR pate)

If your dog has any allergies or dietary concerns, please let your trainer know before the class.

9.3 Asking questions and additional support

- You are encouraged to participate actively in classes and ask questions.
- Some questions may require more detailed discussion than can be covered within the class time. In these situations, you may be provided with additional information by email, advised to book one-to-one training, or signposted towards appropriate support.

10. Accidents, Safety and Liability

10.1 Safety during classes

- Educating Paws makes every reasonable effort to ensure that courses, classes and workshops are delivered in a safe and controlled environment.
- However, activities involving dogs, children and adults carry an element of risk.
- By attending a course, class or workshop, you acknowledge that dogs may behave unpredictably and that there is a risk of injury to yourself, your dog or others.

10.2 Reporting accidents or injuries

- Any accident, injury or incident involving yourself, your dog or another person or dog must be reported to your trainer as soon as possible.
- This allows appropriate action to be taken and helps Educating Paws maintain a safe training environment for everyone.

10.3 Responsibility for your dog

- You remain responsible for your dog at all times during courses, classes and workshops.
- Please ensure your dog is supervised and that you follow all safety instructions provided by your trainer.

11. Trainer's Right to Refuse or End Attendance

11.1 Safety, welfare and class suitability

- Educating Paws reserves the right to refuse attendance, ask an owner and/or dog to leave a course, class or workshop, or make alternative arrangements where necessary to protect the safety, welfare and learning experience of all attendees.
- This may apply where:
 - Safety instructions are repeatedly ignored.
 - Prohibited equipment or training methods are used.
 - A dog's behaviour is unsuitable for the group environment.
 - An owner's behaviour negatively impacts the class or other attendees.
 - The welfare of any dog, person or the wider group may be compromised.
- Where possible, Educating Paws will discuss the situation with you and provide guidance on more suitable options.
- Where attendance is ended due to a breach of these Terms and Conditions, a refund cannot be provided.

12. Photography, Video and Social Media

12.1 Photography and filming during classes

- Photos and videos may occasionally be taken during courses, classes and workshops.
- These images or videos may be used by Educating Paws for promotional purposes, including social media, websites, marketing materials or educational content relating to dog training and behaviour.
- If you would prefer not to be included in photographs or videos, please let your trainer know at the time of booking or before the class begins. Your request will always be respected.

13. Copyright and Training Materials

13.1 Class materials

- All training materials provided by Educating Paws, including but not limited to handouts, written information, videos, training exercises and online resources, are subject to copyright.
- These materials are provided for your personal use only and must not be copied, reproduced, distributed, shared publicly or used for commercial purposes without prior written permission from Educating Paws.

13.2 Recording of classes

- You may take personal notes and photographs or videos of your own dog where appropriate.
- However, you must not record complete training sessions, teaching demonstrations, exercises or explanations, or share Educating Paws training materials in any format.
- This is to protect the intellectual property of Educating Paws and ensure the quality and integrity of the training provided.

14. Privacy and Data Protection

14.1 Use of personal information

- Educating Paws will handle your personal information in accordance with applicable data protection legislation.
- Information provided during booking will be used to manage your booking, communicate with you about your course, class or workshop, provide relevant support and maintain appropriate records.
- Your information will not be shared with third parties unless required by law or where necessary to provide a service you have requested.

15. General Information

15.1 Training advice

- Training advice provided by Educating Paws is based on current science, professional experience and ethical training practices.
- Advice provided during group classes is intended for general training support. If your dog has complex behavioural needs, you may be advised to seek additional one-to-one training or behaviour support.

15.2 Changes to these Terms and Conditions

- Educating Paws reserves the right to update these Terms and Conditions when necessary.
- The Terms and Conditions that apply at the time of booking will apply to your course, class or workshop.

15.3 Contact

If you have any questions regarding these Terms and Conditions, please contact:

- Claire Mcknespiey - Educating Paws
- Email: claire@educatingpaws.co.uk