



CHILLED OUT CANINES

Terms and Conditions

By accessing the services of Chilled Out Canines / Fleur, you agree to be bound by the terms and conditions outlined below.

General

- Chilled Out Canines reserves the right to change or update these conditions in full or in part at any time, with immediate effect.
- All information provided by you, the client, is accurate and complete to the best of your knowledge. Any advice given may be based on the information provided to the trainer by yourself during the initial consultation, information questionnaire, or throughout training sessions. Chilled Out Canines cannot consider any behaviours displayed by your dog or its history if this has not been provided prior to training taking place.
- Chilled out Canines provides ethical, science-led, positive training methods, which are based on rewards for good behaviour, thus teaching the dog what is being asked of it rather than focusing on what it is doing wrong.
- Harsh handling, physical chastisement, or the use of punitive disciplinary methods are not permitted during any training session and are strongly advised against when handling your dog when not in the company of the trainer. Any client displaying such behaviours, will be asked to refrain from doing so. Failure to stop using such methods after being advised will result in termination of the training session and any training contract between yourself the client and Chilled Out Canines with immediate effect, without recourse to refunds.
- Due to the nature of the positive enforcement training ethics used by Chilled Out Canines, aversive training / handling equipment during sessions is not permitted. This includes (but not exclusively) – check / choke chains, half check chains, slip leads, pinch collars, any type of spray collar, e-collars, no-pull harnesses which tighten around the dog and restrict its movement, pet corrector sprays (when used for training rather than safety purposes). Any client found using this equipment during sessions will be asked to remove it, failure to do so will result in termination of the session and training contract between yourself the client and Chilled Out Canines with immediate effect.
- Chilled Out Canines will not undertake the training of any breed which is banned under the Dangerous Dogs Act 1991, whether the dog is registered or not.
- Any course materials or handouts given to you as part of training sessions or online course purchases, must not be reproduced without the express permission of Chilled Out Canines.
- Attendance at training sessions by children under the age of 16 years old is not permitted. Children over the age of 16 years old may attend training sessions, providing they are supervised by an adult who takes full responsibility for their safety at all times.
- The name Chilled Out Canines, their logo and any material produced as part of online courses, handouts or via the Website, remains the property of Chilled Out Canines and must not be downloaded, copied, or shared without their express written permission.

Payments, Refunds and Cancellations

- All services must be paid for before the service is provided or the training session commences, via cash, bank transfer or PayPal. If no payment is received prior to the start of a training session, it will not take place.
- 48 hours' notice is required for the cancellation of any training session, both in person and online. Sessions can be re-arranged to a mutually agreeable time providing the 48 hours' notice is given. Failure to give the required notice means that payment in full is still required except in exceptional circumstances.
- Once online course materials have been sent out to clients, no refunds will be given.
- In the event of adverse weather conditions making training unsafe, illness of the trainer, or other unforeseen emergency, Chilled Out Canines reserves the right to re-schedule the training session to a mutually agreeable date and time. If this is not possible, a refund for the session will be provided.
- Should a client wish to terminate a training contract, they should do so in writing, giving no less than 30 days' notice. Any training sessions which have not taken place after that time will be refunded. No refunds will be given for any sessions that have already taken place, or any online courses once course materials have been sent out, regardless of notice period.

Responsibilities and safety during in-person training sessions

- Any accidents or injuries to yourself or your dog must be reported to the trainer at the time they occur.
- All dogs attending training sessions should be in good health to the best of the client's knowledge. It is the client's responsibility to bring to the trainer's attention prior to any session taking place, any injury or illness to your dog. If necessary, training sessions can be re-scheduled to allow the dog to recover.
- All dogs / puppies should be appropriately vaccinated to reduce risk of disease, and should ideally be treated for internal and external parasites i.e., fleas, worms etc. It is the client's responsibility to ensure their dog is appropriately vaccinated, and proof of vaccination will be required for puppies up to the age of 6 months prior to any training sessions taking place in public open spaces.
- Chilled Out Canines accepts no responsibility for potential or actual exposure of your dog to any disease at any training venue, including public open spaces.
- The client should inform Chilled Out Canines prior to any in person training session taking place, of their dog's exposure or contact with any other animal suffering from a contagious disease or any animal which appears unwell. If this has happened, training sessions can be re-scheduled to allow for any incubation period for potential disease following exposure.
- Chilled Out Canines is not qualified to give medical or nutritional advice, and may suggest a referral to a veterinary surgeon, or a Clinical Animal Behaviourist if they feel the dog requires additional support from a medical perspective, or training which is beyond their current scope and remit. This can also be suggested by the client. Where a referral is suggested, this is for the benefit of the dog's wellbeing.
- Whilst every care is taken to mitigate against the risks associated with dog training, it remains the client's responsibility to ensure the safety of other people, animals, and any property in relation to their dog's behaviour. You agree to assume responsibility for any risks, injuries or damages known or unknown which may occur as a result of you attending training sessions and 3rd party liability insurance for your dog is advised.
- For in-person home visits, please ensure that your dog is secured in a room that prevents it from being able to access the front door on the trainer's arrival.
- During training sessions which take place in public areas, you must ensure that in addition to any harness you may choose to use, that your dog is wearing a flat collar with an identification tag including the dog owner's surname, postcode, and address in order to comply with the law. Your dog must also be microchipped in accordance with the law. Chilled Out Canines reserves the right to refuse to train in public if your dog is not wearing the correct identification.

- You, the client, remain responsible for your dog and its behaviour at all times, whether or not you are in the company of the trainer.

Photography / Videography

- Taking photographs or videos of training sessions is not permitted without the express permission of Chilled Out Canines. If you do wish to take some photos or footage of your dog enjoying a session, please ask.
- From time to time, Chilled Out Canines may ask permission of you, the client, to take photographs or videos of your dog and / or training session for use as promotional material. This will not be done without written permission from yourself, and there is no obligation to agree in any way.

Results

- The training provided by Chilled Out Canines is designed to give you the necessary skills and knowledge to be able to train your dog and develop a positive and enjoyable relationship together.
- Results are dependant on many external factors including the dog's environment and the amount of practice of the training exercises provided by Chilled Out Canines by yourself when you are not in the company of the trainer. Results are therefore not guaranteed as these external factors cannot be controlled by Chilled Out Canines.
- Chilled Out Canines will not be held responsible for any misinterpretation of advice given.

Complaints

- If you are not happy with the service you have received by Chilled Out Canines, please contact the trainer directly in the first instance to try and resolve the issue.

Disclaimer

- Chilled Out Canines will make every effort to highlight any potential risks to safety and mitigate against them. However, by purchasing the services of Chilled Out Canines it is with the understanding that there are inherent risks of injury to yourself, your dog or others involved in dog training.
- You agree to assume full responsibility for any risks of personal injury to yourself or others, injury to your own dog and / or any other animals you may encounter during training sessions, and any loss of or damage to property belonging to yourself or others as a result of you and your dog attending training sessions.
- You, the client, agree to informing any persons accompanying you to training sessions, that they do so at their own risk.
- Chilled Out Canines is not qualified to give medical, legal, or nutritional advice, and any advice given is not intended to be taken as such.

By purchasing any product or service from Chilled Out Canines, you are fully accepting the above terms and conditions.