Classes Terms and Conditions

General:

* All services provided are as stated on the website/Facebook page
* If I do not hear anything from yourself regarding further services and you have not contacted with me within 30 days after previous email/session then I will not continue services further and all personal information will be destroyed/deleted.
* Any cancellations must be given 24hours notice unless in specific circumstances (subject to decision).
* No aversive methods are utilised in the sessions such as shock collars, prong collars or similar
* Services will be cancelled when summer temperatures exceed 25°C. For elderly dogs, puppies, and vulnerable breeds (pugs, bulldogs, boxers etc) this will be 23°C. This is to ensure the health and safety of the dogs during this period.

Classes

* For training classes all no-shows or late arrivals are expected to contact myself before the class start time.
* Classes will not hold for those late, this is to ensure the rest of the students get most of the time and their learning is not affected, separate sessions can be utilised for missed class time.
* All students are expected to behave appropriately with no abuse or violence tolerated.
* All students are required to clean up any mess and put away any items used before leaving class
* Any no-shows will still be expected to pay for each class not attended.
* Pamphlets and leaflets (except business cards) are NOT to be dispersed outside around unless permission is asked
* Classes might be filmed, however in accordance with the data protection act will be kept for personal development (or own keepsake) UNLESS everyone is happy for it to be shared elsewhere (online courses/clips on business pages).

Private Sessions

* All sessions (except assessment and follow ups) are an hour long and are in the owners home, however sometimes the issue will be elsewhere where this will be amended to account for this (where it is possible without compromising welfare).

Dog Walking

* Any cancellations must be given 24hours notice unless in specific circumstances (subject to decision).
* No aversive methods are to be used during walks such as choke collars, shock collars, prong collars or similar
* Invoices will be sent bi-monthly (twice a month) on the second Friday of the month and the last Friday of the month. This is every 2 weeks or in cases of a 5-week month, every two then three weeks.
* Invoices are paid by bank transfer in where the payment details are on the invoice when it is sent

Payment

* 10% off service for armed forces and emergency services with proof of valid and in date identification.
* All other offers are for highlighted service only
* Offers can not be redeemed in conjunction with another offer
* If cancelling on same day services will NOT be eligible for any refund, unless in emergency circumstances (subject to decision) any other period will be eligible for a full refund for any payment
* Any unpaid invoices after the 30 working days shall be subject to additional late fees charges of 10% of total amount, of each day it is late.
* Refunds are eligible for notice of absence 48hours prior to classes, cancelled classes (for whatever reason) and personal absences for whatever reason
* Club memberships are a reoccurring monthly basis and the billing period is from the last payment date until the next payment date. 4 classes are covered in this billing period, any sessions not attended due to holidays (with 48hrs notice) or cancelled/away will get refunded after the next payment date.

*For example if someone signed up on the 5th of the month, if two classes were cancelled due to heat and there were 5 sessions in the billing period then 1 session will be refunded within 2-3 days after the 5th of the next month. Please note refunds can take 7-10 business days to appear on bank statements evidence of refunds can be provided if required.*

Data Protection

* All data is kept confidential in accordance with the Data Protection Act (1998)
* No sharing or copying of information is allowed without appropriate permission unless on public sharing posts.
* No posting of negative/slandering posts due to being a small business owner, this can be detrimental to my livelihood, so I appreciate all concerns to be addressed to myself personally first.
* No copying or use of logo in accordance with copyright law.
* All data will be removed after 90days if there is no contact within this period

Animal Welfare

* Welfare of the dogs is top priority, if any concerns with an animal’s welfare where the Animal Welfare Act (2006) is breached then appropriate action will be taken
* It is of utmost importance that student/owner safety is minimised, any risk of dogs to safety of other dogs/people will be spoken to and offered alterative suggestions

Expectations

* It is the law to ensure your dog has a collar and tag with NAME and ADDRESS on as well as microchipped in public place. Any students given prewarning and not complying with this will have services terminated