**Terms and Conditions**

These T&C’s are for the interest, safety, responsibility and wellbeing of our clients. We reserve the right to make amendments to these terms and conditions at any time. Any amendments will take effect immediately and it is the client’s responsibility to read these terms and conditions.

**Training Courses & One Topic Classes:-**

1.1 Full course fees are required on booking in order to secure your place on a course or in a class, otherwise we cannot guarantee you a place. If there is a balance due it must be made in full and no later than 24 hours prior to the first class.

​1.2 You must not knowingly bring a dog that displays nervousness or aggression to a course or class, unless it is one specifically designed to address these issues. We reserve the right to excuse dogs that are unsuitable for a class environment, and will suggest an alternative training environment.

1.3 We are unable to refund any course fees once the course has started, and partial refunds for missed classes are not given. If you know you are going to miss a class please let us know in advance. We cannot guarantee an alternative session, but will endeavour to provide an opportunity for you to make up the class. We will provide any class material for you to complete at home with your dog regardless.

1.4 Insufficient numbers booked onto a course or class may result in it being cancelled or postponed with at least 48 hours notice. In this instance you will be notified of future dates or be offered one to one tuition. A full refund is available if required.

1.5 All courses are ongoing but may not be continuous, a full schedule with all course dates will be provided on booking.

​1.6 In season bitches must not attend classes

​**One to One Session or consultations:-**

2.1 Full fees are required prior to any one to one home consultation.

2.2 Fees for One to One training session, Behavioural Consultations or Puppy Consultations, must be paid in full on booking. If multiple sessions have been booked all sessions must be paid for before the first session takes place and all session must be used within 5 months of the first session.

2.3 No refund will be given if a client decides not to use all the sessions originally booked, or they have expired.

2.4 When Behavioural Consultations are booked, pre consultation questionnaire and any additional information requested must be received 3 days prior to the consultation. A veterinary check may be required to eliminate any potential medical conditions contributing to the unwanted behaviours PRIOR to a first consultation. Veterinary findings will be incorporated in behaviour modification and your Veterinary will be kept updated of our behavioural plan.

**Health & Safety:-**

3.1 Handlers are responsible for their dogs for the duration of the class, and must be kept on lead except where specifically instructed by the trainer. They must follow the trainers instructions at all times

3.2 Handlers are responsible for ensuring their dog is fit and healthy to attend class. Dogs must be fully vaccinated and not suffering from any infectious conditions. If in doubt please consult your Veterinary

3.3 If you are unwell or have tested positive for COVID please do not attend class

3.4 We encourage family members and children into class. Children must be accompanied by an adult, who will be responsible for them at all times. Children must behave appropriately around unfamiliar dogs and are encouraged to participate during training. They must adhere to any requests to stop behaviour that may cause disruption or distress to any dogs in the class.

3.5 Professional indemnity and public liability insurance are both in place for all services provided by Paws 4 Thought Behaviour Support (P4TBS), however responsibility for any accident or injury sustained during training, when the trainers instructions have not been followed, fall with the clients.

3.6 We recommend you have your own pet insurance in place including third party liability insurance.  If your dog has show aggression towards people or other dogs, please ensure the safety of other by using a muzzle.

3.7 Vehicles are parked at the owner’s risk. We do not accept any responsibility for loss or damage cause during classes or training sessions.

​**GDPR & Administrative:-**

4.1 Only personal data relevant to and fit for purpose shall be collected, and only be used for its intended purpose.

4.2 Only persons requiring access to personal data for intended purpose will be able to do so

4.3 Stored data will be held securely and will not be distributed to third parties

4.4 Stored data will be accurate and, where errors are identified, will be corrected swiftly

4.5 Clients have a right to view any personal data stored

4.6 Data records will be stored for the minimum period of time dependant on data use, after which clients can ask for their data to be deleted

**Welfare:-**

5.1 Kind, effective and fair training methods will be applied during class and handlers are required to comply with this ethos. We reserve the right to ask anyone using punitive, forceful or aversive handling or training methods, who continues to use these methods after being asked to stop, to leave the class.

5.2 You must not knowingly bring a dog that displays nervousness or aggression to a course or class, unless it is one specifically designed to address these issues. We reserve the right to excuse dogs that are unsuitable for a class environment, and will suggest an alternative training environment.

5.3 Please ensure you dog is vaccinated to the level recommended by your Veterinary. Puppies attending class must have had AT LEAST 1 vaccination, preferably 2

**General:-**

6.1 When arriving to class, please avoid having dogs meet each other whilst they are on lead. Some dogs require space when they are restricted by their lead, and could become reactive. Please also be aware of crowding through door and gates, giving space for each dog to journey through comfortably.

6.2 Please ensure your dog has had time for a toilet break before entering class. Please be responsible dog owners, bringing plenty of poo bags with you and ensuring you clear up after your dog, taking all used poo bags home with your for disposal.

6.3 If your dog is lively or particularly excitable, please ensure they have received a short walk or some training before class to reduce energy level just enough to help them concentrate, but not so much as they are tired.

6.4 By agreeing to these terms and conditions you are consenting to P4TBS using video footage or photographic images obtained during classes or training session for marketing purposes, via the website or social media.

6.5 Please consider others in class and refrain from using mobile phones during classes.

6.6 Please bring food rewards, toys, or anything else that motivates your dog to train.

6.7 These classes are held outdoors and therefore please wear appropriate clothing for the weather on the day and sensible shoes as the ground may be uneven.

6.8 In the event that a class has to be cancelled due to the weather conditions, an additional class will be added on at the end of the course. Excessive heat, wind, rain or snow may result in classes being cancelled, and this is at the judgement of P4TBS.