**Terms and Conditions**

**Keyne Kanines** aim to provide a fun and stimulating environment for you and your dog.

Whilst every care is taken to minimise risk, Keyne Kanines will not be held responsible for any injuries to any dogs or persons.

By making payment you acknowledge that you have read, understood, and accept our terms and conditions.

1. **General.**

1.1 It is the handlers responsibility to ensure their dog is fit to attend classes. (if in doubt, please check with a veterinarian)

1.2 All dogs should attend classes wearing a flat collar and ID tag. (no check chains, E collars, prong collars or any other aversive)

1.3 Dogs should remain on a lead at all times unless under instruction. (no flexi leads please)

1.4 It is the owner’s responsibility to have control of their dog. Dogs attending group classes **MUST** have an adequate recall around other dogs.

1.5 Dogs with unacceptable behaviour will be asked to leave; **no refund** will be issued.

1.6 It is the handlers responsibility to provide water, shade, and warmth for their dog as required.

1.7 It is the owners responsibility to clear up any fouling and take it away with them. Urinating on any equipment **MUST** be swilled with water; please make sure you have water in case.

1.8 Dogs must be at least 10 months to start agility or flyball foundations (minimal equipment is used up until 12 months)

1.9 If your dog has any infectious illness or has been in contact with a dog that has, please keep them away from training for 3 weeks after symptoms have ceased.

1.10 Please do not bring your dog to class if they have vomiting, diarrhea, discharge from eyes or nose, coughing, parasites, open wounds, or lameness.

1.11 Bitches in season are not permitted in group classes. Bitches in season may attend 1-2-1s.

1.12 Dogs or handlers must not use any equipment unless instructed to do so.

1.13 Cruelty or harsh handling will not be tolerated and will result in immediate expulsion, **no refund** will be issued.

1.14 Training is outside on grass, please ensure you wear appropriate clothing and footwear.

**2 Group Classes**

2.1 You are responsible for your own dog at all times. Your dog **MUST** have an adequate recall and not cause an issue to other dogs or people.

2.2 Dogs who are reactive to people or other dogs are not accepted into group classes. Please speak to us to discuss other training options.

2.3 Do **not** let your dogs play together before, during or after the lesson.

2.4 Allow adequate space between you and the other participants.

**3. Fees and Payment**

3.1 Annual membership fees are due on the 1st of the month in which you joined.

3.2 Group classes fees are due in advance, on the 1st of the month for the whole month’s training. Payment for all the lessons in the month are required should you attend training or not.

3.3 If you are unable to attend your group class please notify me in writing at the earliest opportunity. **No refund** will be made but it may be possible to sell your space to another member.

3.4 If the you were due to attend a lesson/class that is cancelled due to adverse weather conditions or trainer sickness your group fees will be carried forward to the next month (not applicable if YOU weren't attending the class) In the case of private lessons, the lesson will be rescheduled at the earliest convenience.

3.5 Payment for private lessons is due at least **48 hours** before your lesson is due to start. Non-payment will result in automatic cancellation of the booking. Any booking made within 48 hours must be paid for at the time of booking.

3.6 If you are unable to attend your private lesson, notify us as soon as possible.

* More than 24 hours notice will result in your lesson being rescheduled at a mutually suitable time.
* Less than 24 hours notice will result in your lesson being cancelled **without refund or reschedule**.

**4 Data Protection**

4.1 We will hold your booking form and the information therein and may contact you via email with necessary information. We won't pass your details on to any 3rd parties.

4.2 We may take both videos and photographs which could be used in promotion and advertising.

**5 cancellation**

5.1 In the case of adverse weather, trainer sickness or emergency a lesson may be cancelled. This will be communicated on the members Facebook group in the case of group lessons and via email or message for non member 121 lessons.

**6 courses/workshops**

6.1 payment for courses/workshops is due at the time of booking.

6.2 No refund will be given if you are unable to attend for whatever. reason. If I have a waiting list I may be able to sell your space so please contact me.