

Terms & Conditions

You are very important to us at Kate Harper Dog Training.

We hold your appointments just for you and ask that if you must cancel or reschedule any appointment, you provide notice within the specified notice period depending on the service that has been booked. This way, Kate and her team will be able to adjust their schedules accordingly and we will be able to accommodate clients on our waiting list. We do, of course, understand that unavoidable issues come up and will do our best to work with you in case of an emergency. Whilst we will make every effort to reschedule your appointment, if you do not give us the specified notice you will be charged the full amount.

Bookings Policy

Upon booking you are agreeing to our terms and conditions and that you fully understand our cancellation policy.

Cancellation Rights

You have the right to cancel your place on the service booked and you will receive a full refund should you cancel within the specified time period before the date of the booking (details given below). Refunds will not be given if cancellation is within the specified time period prior to the date of the booking. You must note that we reserve the right to charge an administration fee.

One to One Bookings

In the event of cancelling a one to one booking we require 3 days notice prior to the date of your one to one booking. If a cancellation is received after this notice period, full payment is still required, as stated above.

In the unlikely event a one to one is cancelled by Kate Harper Dog Training, we will offer an alternative date.

Group Classes & Workshops

In the event of cancelling your place on one of our courses we require at least 21 days' notice before the start date of your course. If a cancellation is received after this notice period, full payment is still required. If the notice is less than 21 days notice, and the place can be filled by another participant, we will refund your place. If the spot cannot be filled, we will not offer a refund.

In the unlikely event that Kate Harper Dog Training is unable to run the course on the date specified another date will be offered to you. Should the date be unsuitable to you, you will receive a full refund. Payments for classes & workshops are non transferable.

Please note that if you book a place on a 6 week course, and you are unable to attend any of the sessions, we will not refund you for those sessions.

Covid 19 & Bookings

Courses and workshops, including but not limited to;- Foundation Puppy; Beginners Teen and

Adult Dogs; Improvers; all Scent Detection classes; that are affected due to new Covid 19 restrictions will be moved online to Zoom should statutory limitations prevent us from meeting in person. There will be no refunds provided for these courses as all content can still be provided through online sessions. If, however, we can still meet in small groups but we need to change the location of your appointment to comply with regulations, then we will do so and will advise you of the new location by email. If a course is interrupted mid-way through by new restrictions, all future dates will move online.

Mantrailing and Tracking courses and workshops will have the dates rearranged for a suitable point in the future, or a refund can be applied for.

Rules & Responsibilities

All dogs must be on leads at all times

You must clear up after your dog

Do not allow your dog to interact or play with any other dogs.

It is the owner's responsibility to keep your dog's vaccinations up to date.

It is your responsibility to keep informed and follow the most up to date government Covid guidelines.

Attendance with children

Kate Harper Dog Training welcomes well behaved children as part of a family group, and indeed encourages children to be a part of the training process as we feel it is beneficial to both the dog and child/ children. However, children who attend classes or workshops must be able to listen to and follow instructions given by instructors/ parents/ other dog owners, both for their own safety and for the safety and wellbeing of other dogs and handlers.

Parents whose child/ children attend sessions at any of our training locations must be aware that they are fully responsible for their child/ children, and that other dogs may not be used to children and so must not be approached without invitation. Additionally, our Matfield venue is a working farm and home, and we would request respect for the owners and their animals from everyone who attends. Please also watch children carefully in the car parking/ drive areas whilst other clients are arriving and leaving sessions.

Suitability For Class Environment

Some dogs are not suited to a class environment, dogs which are known to be reactive (barking and lunging towards other dogs) may not be suited to SOME of our group classes. Please contact us to discuss this before booking if you have any concerns.

Training Methods

Our training techniques are ethical, reward-based and fair. Harsh handling of dogs is not permitted during classes or training sessions nor is equipment which is aversive to dogs such but not limited to choke chains, spray or e-collars, prong collars or spray canisters.

Weather

We work in all weathers, the only time we will postpone classes is when it is unsafe to train, for example thunder and lightning, snow or extreme heat.

Please make sure that you wear suitable clothing and footwear and that your dog has everything they need to be comfortable i.e. dog coat, umbrella etc.

We will not be able to refund you if you choose not to attend when the class is going ahead.

Should you have any doubt as to whether a class may be cancelled, please check your emails.

Covid-19/ Coronavirus

Social distancing rules must be observed throughout every activity. This is a 2 metre distance between each individual and their dogs. There should be no physical contact between the trainer and client, and where possible the trainer and dog.

Please bring your own training equipment, treats, water bowls and water. Please also bring your own training mat or bed.

Disclaimer

Any injury to a person or a dog is the sole responsibility of the owner. Whilst we make every effort to ensure the safety of you and your dog, you are participating in an activity that may pose a risk of injury to you and your dog. By signing this agreement, you are agreeing to indemnify Kate Harper Dog Training for all personal injury or damage to property including your dog while attending training with us. This also applies to anyone attending events with you and you must make them aware of that. You must also accept that the behaviour of your dog is entirely your responsibility even in the presence of one of our trainers or behaviourists.

By signing this form I release Kate Harper Dog Training from any and all liability for unintentional exposure or harm to Covid-19.

Non Competition Clause

Any individual participating in Mantrailing, Scent Training, Tracking and Agility classes or workshops agrees not to conduct, hold or offer such or similar to the general public or another business or third parties within the United Kingdom, within 2 consecutive years after the event. This includes all courses, classes, seminars, workshops, and training sessions.