



TERMS AND CONDITIONS

GROUP CLASSES

BOOKINGS AND GENERAL ATTENDANCE

- The full course fee must be paid prior to the first class. It is preferable that this is paid through the booking link or via direct debit, however we can also accept cash if we are made aware of this intention at the time of booking.
- By booking onto one of courses, you are committing to the full course. If for any reason you cannot attend any of the sessions within the course, you will still receive follow up notes to catch up. Please inform us of your absence at the soonest possibility!
- It is the responsibility of the client to ensure attendance on the correct date, time and place. Refunds cannot be given in the event of failed attendance.
- Puppies in attendance must be vaccinated. Please follow the advice of your vet as to when it is safe for your puppy to attend.
- While we make every effort to ensure that our classes are suitable for as many puppies as possible, occasionally it may be that we feel a class environment is not suitable for a specific puppy or owner. If this is the case, we will discuss this with you at length and provide alternative arrangements where possible.
- We welcome and encourage children to attend our sessions alongside an adult (18+), however we would appreciate that this decision is made on the basis of the individual child so that the learning and welfare of the dogs and other humans in attendance is respected. We understand that all children are different, and therefore do not have a specific age limitation, however as a rough guideline we would recommend 5+. If a child is disruptive or presenting as a safety risk to themselves or others, we reserve the right to ask that they do not attend future classes.
- Although every effort is made to ensure your puppy is given an opportunity to greet other suitable puppies in the class, this may not be possible for all dogs and this may not occur in some classes. Safety from harm, both physically and mentally, for our puppies is of the utmost importance and this remains our highest priority.

TRAINING CLASS / PREMISES RULES

- All puppies must remain on lead and kept away from contact with other puppies unless specifically instructed otherwise by your tutor.
- Please ensure that any instances of accident or injury are reported to your tutor as soon as they occur.
- Where possible, it is preferable that your puppy wears a well-fitted harness to attend our classes. If you are unsure of what this looks like, you can ask your tutor prior or at the first session for guidance.
- Retractable / Flexi leads are not permitted in any of our classes to avoid injury to others. If you turn up to class with a lead of this kind, this will be swapped out for the duration of the lesson.
- Under no circumstances will electronic training collars, prong collars, citronella collars, rattle cans, slip leads or any equipment with the intention of aversive use be permitted in our classes.
- We do not permit the use of physical force and/or punishment-based training practices in our classes. Repeated use of this after warning may lead to termination of your class place without refund.
- Please refrain from filming during our classes without permission, to prevent accidental or intentional filming of other class attendees. If you would like footage of you and/or your dog during a class, please ask your tutor and they will happily accommodate if the situation is appropriate.
- In sending any digital materials such as photos or videos to your tutor, you are giving permission for these to be used for teaching / social media / marketing purposes. Should you wish for this to not be the case, please specify on your intake form or verbally to your tutor.
- Our classes are inclusive of and welcome those of all ethnicities, backgrounds, sexual orientations and gender identities to attend. If any attendee is seen to be displaying any form of disrespect or prejudice to another class member, this will be investigated and may result in termination of your place on the course with no refund given.

REFUNDS AND CANCELLATIONS

- We are unable to provide refunds for classes if not given at least 7 days notice of cancellation. It may be possible to transfer or defer a course in some circumstances, however this is at our discretion.
- Failure to attend a course that you have booked, but not yet paid for, will result in a request for full payment, which you agree to be liable for.
- There are no partial refunds for missed classes. All other cancellation and refund requests are at our discretion and dependent on individual circumstance.

COVID GUIDELINES

- In order to keep ourselves and other attendees safe, we politely ask that you do not attend a class should you or someone you are in close proximity with test positive for Covid-19. We do not ask for proof of a negative test, however your tutor will be testing prior to class and it would be appreciated that you do so if you have any concerns about your health.
- While your tutor will not be wearing a mask, you are very welcome to wear one if you feel safer. Hand sanitiser will be available for your use at the venue.
- If you have any concerns at all, please flag these with your tutor.

TUTOR LED CANCELLATIONS

- While we try to avoid cancellation as much as possible, should this need to happen, you will be informed at the soonest availability and given an alternative option for class.
- In the case that your tutor is unable to attend class, every effort will be made for a replacement tutor. These will always be just as qualified and will follow the same curriculum so you stay on track.
- Our classes are indoors, so weather related cancellations should be kept to a minimum, however if travel conditions to and from the class are unsafe for any reason, alternative options will be given for this, whether it be postponement or moving the class to ZOOM when possible.