



## Calm Canines – General Terms & Conditions

### 1. Booking & Payment

- Full payment is required at the time of booking to secure your place in any service.
- All spaces are limited and allocated on a first-come, first-served basis.
- Prices vary depending on the service and will be clearly stated at the time of booking.

### 2. Cancellations & Refunds

- Payments are non-refundable in the event of cancellation or non-attendance.
- Missed sessions cannot be transferred or rescheduled.
- If Calm Canines cancels a session, an alternative date or a full refund will be offered.

### 3. Service Overview

- Services may include group classes, 1:1 training, workshops, or group walks.
- Some sessions take place in real-world environments where distractions (dogs, people, wildlife, etc.) are expected and form part of the training experience.
- Sessions are designed to support dogs using force-free, welfare-led methods.

### 4. Dog Health & Suitability

- All dogs must be physically fit, in good health, and up to date with vaccinations.
- Dogs must be free from contagious illness.
- Clients must inform trainers of any medical conditions, behavioural history, or concerns prior to attending.
- Some services may not be suitable for dogs with a history of severe aggression without prior assessment.

### 5. Equipment & Handling

- Dogs must be handled using appropriate, welfare-friendly equipment (e.g. harness and lead).
- Dogs must remain on lead unless otherwise instructed.
- Guardians are responsible for bringing suitable equipment and rewards (e.g. treats).

## 6. Client Responsibilities

- Guardians are responsible for their dog's behaviour, safety, and welfare at all times.
- Clients are also responsible for their own safety during sessions.
- Handlers must follow trainer guidance and instructions to ensure a safe and effective learning environment.
- Clients should dress appropriately for outdoor sessions and bring any necessary supplies (e.g. waste bags).
- Only the booked handler should attend unless agreed in advance.

## 7. Welfare & Training Approach

- All training is force-free, ethical, and based on positive reinforcement.
- The emotional wellbeing of dogs is prioritised at all times.
- If a dog shows signs of stress, overwhelm, or fatigue, adjustments may be made, or the session may be ended early in the dog's best interest.

## 8. Safety & Participation

- Trainers may modify exercises or environments to maintain safety.
- The trainer reserves the right to refuse participation or ask a dog or handler to leave if behaviour poses a risk to people, dogs, or welfare.
- Decisions made by the trainer regarding safety and welfare are final.

## 9. Liability

- Calm Canines and its trainers are not liable for any injury, loss, or damage caused by a dog attending sessions.
- Clients participate at their own risk and are responsible for any damage or injury caused by their dog.

## 10. Environment & Real-Life Training

- Training may take place in public or outdoor environments.
- Clients acknowledge that exposure to real-life situations is part of the training process and cannot be fully controlled.

## 11. Agreement

By booking any service with Calm Canines, you confirm that you:

- Have read and understood these Terms & Conditions
- Agree to adhere to them
- Understand your responsibilities as a handler