

## Terms and Conditions – This Dog Can group classes

Training methods in the class are kind and reward-based. Classes are designed to be fun for both you and your dog and to equip you for training your dog at home. Classes are limited to a maximum of 5 dogs so that we can ensure that there is time for one-to-one attention. The This Dog Can terms outlined below are in place to protect you and your dog as well as the others present on your course.

- 1. Handling:** Harsh handling or the use of physical force on dogs in our classes is not allowed. Choke and check chains, prong collars along with Flexi leads are also not allowed.
  - 2. Age Restrictions:** There are no age restrictions for Scentwork classes.
  - 3. Vaccinations and Health:** It is recommended that dogs be fully up to date with their vaccinations or titre tested. It is the owner's responsibility to have their dog fully vaccinated and health warranted. Dogs who are ill, injured or in season (bitches) are not allowed to attend Scentwork or Tracker Dog classes. However, on these occasions, it is advisable that the owner still attends alone so that they can keep up with the class content.
  - 4. Control of Dogs:** All dogs must be on a lead and away from other dogs, unless specifically instructed by the tutor. Owners are expected to take their dogs outside to the toilet and clean up after them. Dogs with a history of aggression towards other dogs or humans are not allowed to attend our group classes. People who knowingly enrol an aggressive dog on one of our group courses will be asked to leave and will forfeit a refund.
  5. Children over 10 years of age are encouraged to attend class. Classes are great for children and dogs to learn how to work together. It is the parent's responsibility to ensure that their children behave in a manner that is respectable to others attending class. Children are expected to listen when the tutor is talking and to refrain from disrupting the class.
  6. **Bookings:** Full payment is required within 7 days of booking the course and receiving a course confirmation email, but not later than 7 days before the start of the course.
  7. **Payments types accepted:** bank transfer as per confirmation email, cheque/cash during the previous term. Paypal option available (friends and family).
  8. **Booking cancellation:** of training class bookings incur a £5 administration fee. Sessions are non-transferable, if you miss a class, we will send you homework if there is one but we cannot guarantee a catch-up session.
- Cancellation with more than 2 weeks notice to start date of course - 50% refund. If a place can be filled, full refund minus admin charge.
- Cancellations with less than 2 weeks notice to start date of course - refund at trainer's discretion.
9. **Liability:** This Dog Can does not accept any responsibility for loss, damage or injury to any person, dog or property.
  9. **Lesson cancellation:** We reserve the right to cancel training sessions at our discretion. It is infrequent but if This Dog Can needs to reschedule a session, such as in an emergency or due to adverse weather conditions including extreme heat, you will be offered a replacement date. For group classes, a replacement date will be discussed. Up to two replacement sessions will be offered to accommodate all clients.
  10. **Confidentiality:** All client details are kept in confidence and not passed onto a third party for promotional use. Email addresses are used to inform clients of services and activities as well as current bookings and notes. If you would no longer like to receive emails from This Dog Can please let us know.