

These terms and conditions are for clients of Baybrook Dog Training & Behaviour

They are designed for the safety, responsibility and welfare of clients and animals while undergoing any sessions or consultations. We reserve the right to change and update these terms and conditions at any time with immediate effect. If any changes are made while undergoing or prior to sessions/consultations we will endeavour to inform you at the earliest convenience. It is the client's responsibility to fully read these terms and conditions and familiarise themselves when required.

Bookings

Classes:

- Lucy Davis will be the sole trainer, assistants may be on hand to help out, they have had basic training but will not offer training advice outside of class curriculum.
- Baybrook charges are usually payable in advance via the website, Bank Transfer or by prior arrangement - card reader or cash. We have the right to refuse to train if payment has not cleared.
- You have the right to cancel your contract for classes within 14 days of the contract date. We will process your cancellation upon receiving your written notice. If the classes have started, you will be charged for the services provided until the time you cancel.
- Other than the cooling off period, refunds will not be given unless your place can be resold.
- Baybrook must be made fully aware of any characteristics of your dog(s) which needs to be known for handling and care of the dog(s) and safety of the trainer. You must be physically able to handle your own dog in classes. If you are unable to safely handle your dog, it is better to seek a private training session.
- Dogs must not show aggression to people or dogs and we offer alternative arrangements for these dogs. We also suggest that dogs who bark a lot at people or dogs might not be appropriate candidates for a class environment please check with Lucy Davis before booking.

- Clients must provide Baybrook with details of the dog(s) inoculations and contact details of the vet. Dogs must have a minimum of first vaccination to attend classes.
- Please ensure your dog has a collar with an ID tag and is microchipped (it's the law for all 3).
- NO extendable or slip leads please.
- Owners MUST clean up after their dog(s).
- The use of electric, choke, prong or pinch collars are strictly prohibited.
- Please ensure if you bring your children to lessons, they must remain quiet and must not interact with dogs/puppies unless instructed to do so by Lucy Davis. Under age children should be supervised by an adult at all times.
- Please wear suitable dog training clothing, Heels and flip flops are not appropriate!
- BITCHES IN SEASON: Please let us know if your dog comes into season and we can discuss options.
- Inappropriate behaviour during lessons (language/poor husbandry) will not be condoned and individuals will be asked to leave.
- Banned Breeds – If you own a banned breed Pitbull type, Japanese Tosa, Dogo Argentino, Fila Braziliero or XL Bully you need to abide by the legal requirements which are that the dog is neutered, microchipped, kept on lead and muzzled, third party insurance and provide copy of Certificate of exemption.

Behaviour consultations:

- Behavioural consultations are generally only available via veterinary referral. Your case can be discussed prior to referral with Lucy Davis, however your vet must complete the required paperwork before the consultation takes place. This is important as behaviour changes can be linked to medical problems. In addition, we will also keep your vet informed of the treatment and progress.
- Your initial behaviour consultation is booked for 2 hours. This will involve a lot of discussion about the behaviours displayed by your pet and introduction of management and training tasks. Follow up sessions (charged separately) will cover the implementation of more intensive behaviour modification changes.

- Payment is required 24hrs prior to your initial consultation.
- Ongoing support via Email or Phone will be provided for 3 months post the last consultation/session. Urgent problems will be responded to as soon as possible , however for non-urgent problems we will endeavour to respond within 3 working days.

Intellectual Property Rights

- All written, visual media and logos are the sole property of Baybrook Dog Training & Behaviour and are not to be distributed without prior, written permission. In accessing our materials and written reports, you agree that you are using them for your personal, non-commercial use.
- Blogs/social media and free to access videos have consent to be freely shared.

Disclaimer

- We will not take responsibility for misinterpretation of advice. Many external factors influence behaviours and we cannot guarantee our training advice will be successful without controlling all of these other factors. If you have any questions after any session, we strongly recommend that you make contact as soon as possible for any clarifications.
- Behaviour consultations are recommended to alter dangerous and stressful behaviours for both owners and pet. Animal aggression can cause injury, including fatalities. Treatment for aggression is not a guarantee of success and modifying behaviour does not assure the aggression will be successfully controlled. It is your responsibility to ensure safety of people and other animals with regards to your pet. Safety precautions will be advised and may include; limited access to people/animals, being kept on lead, wearing a muzzle and use of gates around the home. We cannot take responsibility for the behaviour of your dog outside of training sessions with us.

- During sessions/consultations you and your dog will be covered by insurance, including professional indemnity insurance and public liability insurance. However, we strongly recommend all dog guardians have pet insurance including third party liability cover addition.
- If the client/handler does not follow advice given during the session and this leads to injury of family members, the pet, other animals or members of the public, the responsibility falls to the person not following guidance or their responsible person/persons.
- If requested to have the pet restrained on a suitable lead, harness or in a separate room you must comply unless instructed otherwise during the consultation/session.
- Baybrook Dog Training & Behaviour reserve the right to refuse a service at its own discretion.

Confidentiality

- All client details will be kept safely under the Data Protection Act 2018.
- Reports will be shared with referring Veterinary surgeon.
- No client details will ever be passed onto a third party.
- You might be contacted about services or offers by Email.
- If you would no longer like to receive contact from Baybrook Dog Training & Behaviour please let us know and we can remove your details at any point.

Photography

- During sessions visual media might be generated. This will only be shared with the referring veterinarian where appropriate or used on social media or marketing with prior consent.
- No media containing children will be taken without specific prior agreement of the child's parent/guardian.

Delay of session/cancellations

- We reserve the right to cancel any session/consultation at our discretion. It is infrequent but if Baybrook Dog Training & Behaviour need to reschedule a session, such as in an emergency or due to adverse weather conditions including extreme heat, you will be offered a suitable replacement session.
- If you or your pet has illness or injuries, it is your responsibility to inform Baybrook Dog Training & Behaviour as soon as possible as it might be appropriate to delay the session.
- If you need to cancel/rearrange a booking, Baybrook requires a minimum of 24hrs notice. Failure to do so will require full payment of the agreed fee.

Additional requirements.

- It is the owners/handler's responsibility to clear up after their dog if it has toileted on public ground.
- Minors shall be under close supervision by their guardians/parents at all times.
- Aggressive behaviours or bite incidents must be declared on your history form prior to your initial consultation. This allows complete preparation prior to your consultation to ensure a full risk assessment can be made.

This declaration sets out the terms on which Baybrook Dog Training & Behaviour accepts you for any service. Once you have booked a consultation or sessions you are accepting these terms and conditions and you will be bound by all of Baybrook Dog Training & Behaviour Terms and Conditions.