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Terms and Conditions of Life Skills class

1. **The terms and conditions** are in effect as soon as you sign up for any service offered by Rockstar Canines.
2. **Class structure:** Classes are run in blocks of 6 weeks and are ongoing. If Rockstar Canines cancel any class, no fee will be charged, and payment will run forward. If you are unable to attend any class, full payment is still required. It is expected that you will be returning each block unless cancellation notification is given (#no.6).
3. **Signing up:** You can sign-up through email. No telephone or spoken sign-ups are possible. Rockstar Canines reserves the right to refuse participation to anyone without having to give reason.
4. **Payment:** With signing up to Life Skills classes with Rockstar Canines, payment is expected at least one week before the start of each block. If not done so, Rockstar Canines reserves the right to refuse participation and your place will be offered to someone else. Payment should be made via our online booking page, bookwhen.com/rockstarcanines. Price at time of booking applies.
5. **Participants:** It's "first come, first served". Rockstar Canines reserves the right to cancel/postpone any event/service. The number of participants is limited unless listed otherwise.
6. **Cancellation policy:** If you choose to no longer attend classes, a cancellation fee of 100% will apply, unless the space can be otherwise assigned, in which case 80% will be refunded.
7. **Participation rules:** Handlers should have a basic level of on lead dog control and follow the class guidelines.
8. **Behaviour in and around training areas:** You must follow the class guidelines of Rockstar Canines. Dogs must be on lead unless the trainer gives consent that you can work your dog off lead in the area. Please note to always be friendly and courteous with other users of the venue. Rockstar Canines does not take any responsibility for interference with the law or injuries while participating in any training session.
9. **Health of the dogs:** The participant ensures the dog is free of disease. If a bitch comes in season the instructor should be informed as soon as possible. If any dog becomes ill shortly before or during the event/service, the instructor should be informed immediately to discuss further action and prevent a possible disease from spreading. Dogs should be physically fit enough to be able to cope with the demands of the class. If the instructor deems it unsafe for your dog to complete an exercise or possibly the class as a whole Rockstar Canines reserves the right to deny participation with no refund given. Dog safety will be put first.

10. **Liability and insurance:** The participant in any event/service offered by Rockstar Canines is on your own risk, which means the insurance lies with the participant themselves. We therefore make you aware that you should have adequate insurance cover. The participant is fully liable for any damages/harm done, by either themselves, their dog or anyone they bring with them. Rockstar Canines and our instructors take no responsibility for any damage/harm done to a person or a thing/s (e.g. buildings, cars, dogs, personal belongings etc). The participant must take full responsibility for themselves and their dogs' actions. Rockstar Canines cannot be asked to take over any costs for damage or harm done to you, your dog or your belongings. Rockstar Canines does not take any responsibility in case of injury or death of your dog, other animals or yourself or third parties. Rockstar Canines takes all reasonable precautions within the structure of our training sessions/workshops/courses to avoid injury resulting from dog bites. However, Rockstar Canines accepts no responsibility for damage or injury resulting from dog bites occurring to clients or their dogs while attending training sessions/workshops/courses. The Control of Dogs Act 1986 section 21 – “Liability of owner for damage by Dog” applies within our classes/workshops/courses and on our premises or public premises (rented from a third party or owned). All instances of accident or injury must be reported to the instructor at the time they occurred. Vehicles are parked at owners' own risk.
11. **Equipment and clothing:** It is the participant's responsibility to wear appropriate clothing and footwear suitable for the activity. When training outdoors, you should be dressed appropriately for any weather conditions. Dogs should wear a well fitted collar or harness attached to a short/mid length lead. The participant is responsible for checking the quality and functionality of the dog's equipment. Flexi leads are not ideal. The following items are not permitted at any training event/service under any circumstances: electric shock collars, spray collars (including citronella), prong collars or any equipment/device that may cause discomfort, pain or fear to the dog.
12. **Cancellation** of a contract or postponing of an event/service by Rockstar Canines: 1. Rockstar Canines reserves the right to withdraw from a contract without having to obey a timeline/date, especially when a participant does not obey the contract and/or breaks any of the animal rights law/guidelines. This also applies if the participant puts others and/or their dog/s in danger.
2. Classes generally take place in all weather conditions.
3. In the case of change of date/time/venue, the participant will be notified as soon as possible.
4. Rockstar Canines reserves the right to cancel or postpone a class if there is not enough participants or the instructor falls ill. If the class goes ahead with fewer participants, the length of the class may be shortened.
13. **No guarantee of success:** Rockstar Canines will not guarantee success during or after any training service.



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14. **Copyright:** All the copyright is reserved by Rockstar Canines. This includes material, videos, pictures, texts etc. Information in any form provided during an event/service in its original form or modified, can only be used/published with consent from Rockstar Canines. Voice recordings and videos of any event must be permitted by Rockstar Canines.
15. **Non-Disclosure agreement:** Any individual participating in any event/service held by Rockstar Canines agrees not to conduct/hold/offer such an event/service to the general public or another business or third parties.
16. **Pictures and videos:** Rockstar Canines reserve the right to take pictures and videos during an event/service. Every participant herewith agrees for these to be published on the website, social media or written form. Participants are not allowed to take pictures, videos etc. without the consent of the other participants and Rockstar Canines. If you do not want to be filmed or photographed, you should inform Rockstar Canines in writing.
17. **General:** These terms and conditions have been authored to assist our clients in getting the most they can from training with Rockstar Canines. Our terms and conditions may change over time. The terms and conditions apply at the time of booking. Revised Terms and conditions may apply to future bookings.
18. **Data protection:** The information you provide to Rockstar Canines will not be passed on to third parties and will only be used in connection with our services. Paper copies may be kept on record. We will contact you via email/telephone/text/messenger.