



## **Terms and Conditions**

By providing payment, you acknowledge that you have read, understood and fully accept our terms and conditions as detailed below:

### **Bookings**

- Following the initial consultation, we will send you confirmation of your booking. This will confirm payment, start date, and give other information pertinent to your booking.
- It is the client's responsibility to ensure they attend on the correct date, time and place for the sessions according to your trainer's instructions.
- By booking, this confirms your attendance for the session, course or program you have signed up to. Please make every effort to attend each week. If you are unable to attend, please let your trainer know as soon as possible. Alternative time slots may be offered.
- The agreed number of sessions must be completed within 4 months of the first session unless exceptional circumstances arise.

### **Fees and Prices**

- The full course fee must be paid 48 hours in advance of joining sessions by a method acceptable to Dogable Dog Training. Failure to pay in a timely fashion may result in your slot being given to another client.
- If an installment plan has been agreed, it is your responsibility to ensure payment is processed by the date(s) provided.
- The price provided at time of booking applies.

### **Client Responsibility**

By working with Dogable Dog Training, you agree:

1. To fully engage with the process of working with your dog to the best of your ability and understand that any changes will involve commitment and consistency.
2. Not to use aversive tools (slip leads, choke chains, anti-pull harnesses, spray collars, bark collars, prong collars, e-collars, rattle cans, water sprays, etc.) during the training process.

3. Not to seek advice from another trainer or behaviour consultant whilst you are working with Dogable Dog Training, unless explicitly referred to do so.
4. To be open and honest in providing information.
5. To ask for clarification if anything explained to you is unclear.
6. Have an open mind with regard to potential solutions, changes and strategies.
7. Dogable Dog Training will not be held liable for any aggressive behaviour or incidents involving injury during or following the training program.

#### Online Sessions

If you are attending online training classes, it is important that you ensure your technology and internet connection are sufficient for you to be able to attend. If your technology fails during a session, it may be possible to reschedule later that day, but this would be subject to the trainer's availability and cannot be guaranteed. If the trainer's technology fails and they are unable to run a session, it will be rescheduled to the next suitable availability. Virtual training sessions may be recorded and these recordings retained for a minimum of 36 months, as requested by Protectivity insurance. You will be informed if recording is taking place.

#### Refunds and Cancellations:

- Refunds may not be given for any cancellations unless a session, course or program is cancelled at minimum 14 days prior to the start date (as per the Consumer Rights Act 2015). We may be able to transfer or defer your service to another date, but this is at the discretion of Dogable Dog Training. Failure to notify us of a cancellation within this time frame will result in no refund.
- Failure to attend a session, course or program that you have booked a place on, but not yet paid for, will result in a request for full payment which you agree to be liable for.
- When working outside, there will be no refund for cancellations due to lack of vaccination for your puppy, unless we are notified 14 days in advance of the course commencing. It is your responsibility to have your puppy fully vaccinated and health warranted.
- There will be no partial refunds for missed sessions. All other cancellation and refund requests are at the discretion of Dogable Dog Training and dependent on individual circumstances. Any missed sessions will always be rescheduled at the next availability.
- If you are an in-person client and become unwell, we can move your physical session to a virtual session – if this is suitable.

- In the instance of poor weather conditions, sessions may be offered at your home or online. If neither of these options are suitable for the training goals, in-person sessions will be rescheduled at the next suitable availability.

#### Covid-19 Policy

If you or anyone in your household tests positive for Covid-19, sessions will be carried out online until you receive negative results. If online sessions are not suitable for any reason, guidance will be provided during the isolation period and sessions will resume once this period is over. Please ensure you follow relevant Government guidelines at all times during a training session.

#### Termination of Service

Both parties have the right to terminate their part in the training program should either party become difficult or disruptive to work with. In this instance, refunds are not available unless 7 days' notice is provided prior to the next session or Dogable Dog Training terminates the program. In the instance of termination of service, the refund provided will cover the remaining sessions.

#### Feedback Procedure

Providing feedback is an opportunity for improvement and is always welcomed. We will take time to understand our client's unique perspective and open lines of communication to resolve any issues in order to improve the services offered. Negative or slandering posts are liable for breach of contract. All positive feedback is encouraged to be provided on the Dogable Dog Training Google and/or Facebook business pages to help prospective clients understand the services and quality of care provided.

"Superstar Spotlights" shared on Dogable Dog Training social media pages are an opportunity to share the successes of clients and feedback provided may be used for these posts.

#### Data Protection

- All data is kept confidential in accordance with the Data Protection Act (1998).
- All content which we supply to you as our client is not to be shared, distributed or copied without appropriate and explicit written permission.
- There is to be no copying or use of the Dogable Dog Training logo without permission in accordance with copyright law.
- Photographs and videos may be taken to use on Dogable Dog Training's business social media platforms. We will always ask permission before taking any photos or footage.