

Terms and Conditions – Training Classes

This is the boring bit.... lots of words that all sound quite serious! However, it is important that you read through this document and then we can get on to the fun stuff! **Please note that payment for services also implies full agreement with these Terms and Conditions.**

Training and Handling Methods

The training techniques used by A Different Dog are based on the principles of positive reinforcement and, as such, are kind, fair and reward-based. Harsh handling of dogs, physical force and the use of punitive methods/ punishment/ corrections or equipment designed to be aversive (including choke chains, check chains, prong collars, spray collars, e-collars or any other device deemed unacceptable by the trainer) are not permitted in classes or and should not be used in training.

Payment, Refunds and Cancellations

Payment by bank transfer is required within 48 hours of reserving a place at training classes, unless otherwise agreed. Once payment has been made, it is non-refundable. Occasionally, where a client is unable to take up their reserved place on a course, their credit may be transferred to another suitable class/ service; this is at the sole discretion of A Different Dog and will be dependent on us having another client to fill your place. We are unable to offer any refunds on missed sessions but you will be sent the recap email/ online content for every session of the course for which you have paid, whether you attended or not.

In the event that we have to cancel a training class for any reason (such as unforeseen circumstances/ adverse weather/ illness/ emergency), we may try to reschedule your session to another mutually convenient time. However, it is difficult to find alternatives to suit everyone involved and we are restricted by hall availability. Therefore, if we feel that it is not possible or practical for us to arrange an alternative session, we will refund you for the cost of the class by calculating this as a proportion of the full course cost paid.

If, despite adverse weather conditions or any other issues, we are still able to run a class but you are unable to make it to the session, we are sorry but we cannot provide a refund or any kind of an alternative session. In such cases, this will be treated as a 'missed session' on your part (see above) and you will simply be provided with any relevant follow-up information/ recap/ online content associated with the session for which you were unable to attend.

Suitability for Class Environment

Some dogs are not suited to a class environment due to over-arousal, fear, anxiety, frustration etc (this is not the same as a young puppy who is new to socialisation and is just a bit nervous!). Dogs which are known to be reactive to other dogs or people will not be best placed in a class

environment; it is simply not fair on the dog or the other attendees. If your dog is not suited to the class training environment at this time, we may be able to offer alternative solutions, such as one to one training sessions. However, this will occur additional costs. If a dog is deemed by the trainer to be particularly stressed or reactive, despite the efforts of the owner and/ or trainer, the owner will be asked to remove the dog from the class (for that session or the rest of the course), in the best interests of both the dog and the others attending. Therefore, if you are unsure how your dog will respond to a class/ group environment, or have any concerns, you should discuss this with us before booking on to a course; refunds for course fees will not be given (see above).

Children

Children are very welcome to attend classes/ training sessions. We just ask that adults ensure that children do not approach or touch any dogs without appropriate supervision and permission. We accept no responsibility for children at classes and it is the responsibility of the supervising adult to ensure the children's safety at all times. In addition, children must not be allowed to disrupt the learning and we reserve the right to ask for disruptive children not to be brought to classes in the future. Young people under 16 must be accompanied by an adult.

Safety

Any instances of accident or injury must be reported to the trainer at the time they occurred. A first aid kit is usually available at training classes. All dogs must remain on lead and kept away from contact with other dogs unless specifically instructed by the trainer (eg. off-lead play). Flexi leads (extending leads) are not permitted in class, in order to avoid injury.

Health and Vaccination

All dogs and puppies attending classes should be suitably protected from the potential risk of disease as well as being appropriately treated for internal and external parasites. A Different Dog advises that owners should consult their veterinary professional with regard to such issues.

Whilst the indoor venues used by A Different Dog are not routinely accessed by dogs (other than those attending classes), there can be no guarantee that there is absolutely no risk of disease at any venue or when in contact with any other dogs or materials, such as toys, which may have been in contact with other dogs. It is the owner/ handler's responsibility to ensure that their dog is appropriately protected against the risk of disease: A Different Dog accepts no responsibility for the potential or actual exposure of dogs to disease.

If an owner chooses not to routinely vaccinate their dog/ puppy (for example because they are choosing titre testing or using homeopathic nosodes), this is entirely the choice of the owner and is a decision made at their own risk. By booking a place at a class and agreeing to these terms and conditions, you are accepting full responsibility for the protection of your dog from the risk of disease.

Please do not bring your dog to class if he or she has been in contact with another dog infected by a contagious disease or if they appear to be unwell (eg. vomiting, diarrhoea, coughing, runny nose etc). We also ask that bitches in season are not brought to class. By agreeing to these Terms and Conditions, you are agreeing that you will not bring your dog to classes in these circumstances.

If a dog is unable to attend classes, owners are more than welcome to attend without their dog, in order to keep up to date with the training course.

If your dog has any known allergies or intolerances to certain foods or has any other special needs, it is your responsibility to bring this to the attention of the trainer prior to the start of the session (and to provide appropriate alternative treats etc).

Marketing/ Privacy

Photographs may occasionally be taken during training sessions. Such photos may be used by A Different Dog for the purposes of marketing. For example, graduation photos are posted on our Facebook page. If you do not wish for photographs of you and/ or your dog to be used or shared, please let us know. Any written feedback (eg. by email or on feedback forms) may be used for marketing purposes (for example, posted on the website). Only the first name of the person will be used as identification. If you are not happy for us to use your feedback in this way, please let us know. Photography and videography is NOT permitted, without the express permission of A Different Dog. Our full Privacy Policy is available to view by clicking on the link in the footer of any page of our website or we are happy to provide a you with a copy, on request.

Disclaimer

We make every effort to ensure the safety of both clients and dogs during training classes. However, by making a booking with us, you are accepting that participating in an activity with dogs, children and adults poses a risk of injury to yourself and your dog, and you agree to indemnify A Different Dog for all personal injury and damage to property while attending training.

You agree to assume full responsibility for any risks, injuries or damages, known or unknown, which might occur as a result of your dog attending classes/ sessions. You also agree to make any person who accompanies you to the session(s), or takes your place, aware that they are also there at their own risk. You understand and accept that your dog (and its behaviour) remains entirely your responsibility at all times, whether or not in the presence of the trainer/ behaviourist.