

Terms and Conditions – ‘We Train’ Service

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 training sessions and will not be used in training your dog.

Payment, Refunds and Cancellations

‘We Train’ packages must be paid for (in full) a minimum of two weeks in advance of the first booked time/ date. Arrangements for refunds are set out below. If you would like to re-arrange a session, rather than simply cancelling the session, we are happy to offer the new booking to you at a preferential rate. The arrangements for this are set out below (under ‘re-arrangement fee’). In the case of re-arrangement of a session, the original session is not refunded but the replacement session is offered to you at a reduced rate, as set out below.

Amount of Notice Given	Refund?	Re-arrangement fee? (cost of purchasing a new session)
More than 2 weeks before the booked session	Full refund	N/A – simply swap the session
Between 2 weeks + 1 week of the booked session	50% refund	Re-arrange for 25% of cost
Less than 1 week before the booked session	No refund	Re-arrange for 50% of cost
Less than 72 hours before the booked session	No refund	Re-arrange for 75% of cost
Less than 48 hours before the booked session	No refund	N/A - full fee for new session

With less than 48 hours’ notice, there will be no refunds or discounts on re-arranged sessions, except in exceptional circumstances, in which case any partial refund or re-arrangement fee will be made at the sole discretion of A Different Dog.

In the event that we have to cancel a session with you due to unforeseen circumstances, such as adverse weather/ illness/ emergency, we will make every effort to reschedule your session to another mutually convenient time. If this is not possible, we will refund you for the cost of the session.

Safety

All necessary precautions must be taken to ensure that the dog and trainer are both safe during 'We Train' sessions. If we are working with your dog in your absence, you must ensure that they are left in a way in which it is safe for the trainer to collect them and you must adhere to the requests of the trainer in this regard at all times. It is usually best for the dog to be left in a room without access to the front door but this can be discussed and agreed with the trainer prior to the first session. Any equipment supplied by you to be used in a training session (eg. collars, leads etc) must be fit for purpose and safe to use. If the trainer deems any piece of equipment unsuitable or unsafe, it will be the responsibility of the owner to provide an alternative and, in cases where the safety of the dog or handler cannot be guaranteed due to the unsuitability of the equipment, the session may be cancelled and no refund will be provided. Flexi leads (extending leads) are not permitted in training sessions in order to avoid injury.

Parking

If we are visiting your home, please make a parking place available if possible. If not, and there is on-street parking which requires a visitor permit, please have a visitor permit ready for our use when we arrive. If parking at your home (or other venue at which we have arranged to meet) requires payment, please could you kindly make arrangements for this.

Security and Insurance

If you will not be present for the collection and drop-off of your dog, you must provide the trainer with a key to access your home. We will take responsibility for this key and return it to you when requested or at the end of the package of 'We Train' sessions. We have appropriate public liability and professional indemnity insurance, including key cover.

Health and Vaccination

All dogs and puppies 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. 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'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 agreeing to these Terms and Conditions, you are accepting full responsibility for the protection of your dog from the risk of disease. In cases of puppy training, you must inform us if your dog is not yet fully protected from disease and can therefore not go outside to public areas.

Please advise us in advance of the session if your dog 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). Depending on the issue, it may be advisable for the session to be cancelled or re-arranged (see Refunds and Cancellations). 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 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. If you do not wish for photographs of your dog to be used or shared, please let us know. Any verbal or 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. Our full Privacy Policy can be viewed by clicking on the link in the footer of any page of our website or we are happy to provide a copy, on request.

Disclaimer

We make every effort to ensure the safety of both the trainer and the dog during 'We Train' sessions. However, by making a booking with us, you are accepting that allowing your dog to participate in training activities may pose a risk and you agree to indemnify A Different Dog for all personal injury and damage to property while your dog is undertaking 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 such sessions. You understand and accept that your dog and its behaviour remains, by law, (at least partially) your responsibility at all times, whether or not in the presence of the trainer and even when the dog is not in the presence of the owner.