



## **THE PAWS ACADEMY** *training dogs with kindness*

### **BOOKING TERMS AND CONDITIONS**

#### **Important information and terms and conditions**

*These Terms and Conditions are for the interest of safety, responsibility and welfare for our clients. We reserve the right to change these terms and conditions at any time. Any changes will take immediate effect and it is the responsibility of our clients to read these. By booking any services with us, you are accepting these terms and conditions.*

#### **Bookings and payment**

Payment is required in full before attendance to a workshop, course or 121 session. Confirmation of your booking will be forwarded by email. It is the client's responsibility to ensure they arrive at the right venue and at the correct time.

#### **Numbers of dogs in classes**

We limit the number of dogs in our classes to provide the appropriate trainer to dog ratio. We ask that you only bring the dog you registered for class to class with you, and not other family pets, unless by prior arrangement with The Paws Academy. Multiple dogs from the same family can attend class at the same time but only if each dog to attend has had a separate place booked on the course.

#### **Suitability for classes**

You must not knowingly book a dog that shows aggressive behaviours (these include but are not limited to lunging, growling, snarling and biting) towards people and/or other dogs onto a training course, unless it has been agreed in advance. Should your dog use aggressive behaviours towards any other person or dog during any class, we reserve the right to ask you and your dog to leave.

If you are unsure about the suitability of your dog in class and have not asked us to assess your dog before your attendance, you will not be refunded if your dog is unsuitable for the class you have booked. If we have agreed to your dog attending but the dog is not suited to the class environment, we may be able to offer you alternative arrangements i.e. a 121 session.

## **Arriving at class**

When arriving at class please avoid meeting any other dogs on lead. Not all dogs are happy being in close proximity to other dogs, particularly when they are restricted by the lead, and this may cause unwanted behaviours. To ensure all coming to class are comfortable, please ensure you allow plenty of space both inside and outside the training venue when seeing and passing other dogs and owners.

## **Toileting**

There is no dog waste disposal facility at the training venue so after scooping and bagging, you are requested to take home all used poo bags and not leave them in the car park.

## **What to wear**

Our training classes are practically focussed therefore appropriate shoes and clothing are recommended.

## **Welfare and safety**

Please keep to areas of the building designated only for our training purposes. All dogs must be kept under the owner's control and on a lead, except where specifically instructed by an instructor. You are responsible for the conduct of your dog at all times. Dogs in class must not lunge at, growl at or bite any other dogs who are present.

We provide a safe and secure environment as practicably reasonable and endeavour to apply good practices with all our training services. We endeavour to run all classes in as safe and professional manner as possible.

The Paws Academy or any of its individual assistants, or helpers, will not accept responsibility for any loss, injury or damage to any persons, or dogs attending a course, or to their property, howsoever caused during the provision of any dog training activities.

Owners are advised to have appropriate pet insurance cover that includes third party liability insurance. The Paws Academy has public liability insurance to run classes.

## **Children in class**

Children are welcome and when encouraged to participate often make competent handlers. Children under 16 years of age must be accompanied by an adult. Children are encouraged to behave appropriately in the presence of unfamiliar dogs and are requested not to run in class, or distract other dogs from working.

Young children may not find training classes exciting. It can be challenging to supervise young children while training a dog. Very young children can become bored and may need another adult to supervise them. If you provide your children with entertainment during a class, please ensure it is quiet and will not distract other class members.

## **Cancellations, refunds and postponements**

Cancellations for a course that has been paid for requires at least 48 hours' notice. Any refund will incur a £30.00 administration fee. Course fees will not be refunded within 48 hours' notice of the course starting. We are unable to refund course fees once the course has commenced.

Please notify us beforehand if you will miss a class. Partial refunds for missed classes are not given. Unfortunately, we are unable to provide make up sessions, however we will endeavour to ensure you are able to catch up at your next attendance.

We reserve the right to postpone dates where weather or elements outside of our control cause running of classes not to be possible. Under these circumstances you will be notified by email or phone as soon as possible, and postponed class dates will be rescheduled.

Insufficient numbers booked onto a course may result in a course being postponed or cancelled. In this instance you will be notified of future course dates or offered private tuition. If this is not acceptable a full refund will be given.

Requests for a refund and any cancellations, including for one-to-ones are made at the discretion of The Paws Academy and any decision is made on a case-by-case basis.

## **Start times**

Please arrive in time for each class as latecomers can be disruptive to the other dogs in class. Dogs arriving late can experience stress if barked at by the other dogs. If you are late and we are working dogs off lead, for safety reasons the doors will be locked. Please wait for a convenient moment and we will open the door for you.

## **Our methods**

We use positive reward-based training methods in our classes without physical correction of any type. Harsh handling of dogs is not accepted within our classes and the use of check chains and other coercive or punitive methods, including lead jerking, shouting or smacking, is not permitted.

You may not use any gadget or device in class that we consider aversive, such as slip leads, pinch collars, spray collars, compressed air canisters, rattle cans or water squirters, or any other device or method that has potential to cause injury, pain or fear. Any owner who continues to use harsh methods when asked not to, will be asked to leave our classes and not return and will not be eligible for any form of refund.

## **Dogs unfit for class**

The welfare and safety of all dogs is paramount to us. Dogs in an unfit state of health due to illness, disease or injury cannot be brought to class. Do not bring your dog to class if they have been in contact with an infectious disease, such as kennel cough or conjunctivitis. If you are unsure as to whether your dog is well enough to attend, please refer to your Vet for guidance. If your dog is unable to attend, you are encouraged to attend the class without your dog so you can maintain continuity of training.

Dogs should be adequately protected by vaccination as advised by your vet and verification may be requested.

Bitches in season are not permitted to attend a class. Please notify us if you consider your bitch may come into season during a course. Refunds are not given, although we may offer alternative arrangements, such as deferring to another course.

### **Change of instructor**

The Paws Academy reserves the right to appoint an alternative appropriate training instructor for any workshop or course should the advertised training instructor be unable to attend, and will not issue refunds or amendments to confirmed participants. We will always endeavour to inform all participants of any change at the time of event or course.