



Terms and Conditions – Training classes and Workshops

PLEASE NOTE PAYMENT FOR SERVICES IMPLIES AGREEMENT TO THESE TERMS AND CONDITIONS

Training & Handling Methods

The philosophy of training techniques used by Fairy Tails dog training is based on positive reinforcement and as such all techniques and methods used are kind, fair and reward based.

Harsh handling of dogs, physical force and use of punitive methods and equipment such as choke chains, prong collars, spray collars or e-collars will not be permitted in training classes or 121's. Extendable leads are not permitted. If you would like to discuss suitable equipment to use in class please do contact me.

Payment, refunds and cancellation

Full payment for classes is required to book a space. Payment should be made via bank transfer.

Once payment has been received for class there will be no refunds except in exceptional circumstances in which case any partial refund or re-arrangement fee will be at the sole discretion of Fairy Tails dog training.

Non-attendance at class will not warrant a refund.

Class environment

If your dog is known to be reactive to other dogs and/or humans, they may not be suitable for a class environment. If you feel that your dog could be reactive please do contact me before booking so we can discuss suitable options.

Occasionally I may ask that a dog be removed from a class if I feel the environment is a negative experience for them and/or other clients. Please don't be offended by this, not all dogs can cope in a class environment through no fault of their own. If this does happen we can discuss a refund or alternative training.

Safety

Any instances of accident or injury to human or dog must be reported at the time they occur. Please follow instructions at all times and do not use equipment if the trainer is not present. In the unlikely event of a dog on dog altercation please stand back and allow the trainer to deal with the situation.

You are responsible for your dog at all times. Please ensure your dog is kept on a lead unless otherwise instructed to do so and that you keep hold of the lead throughout the class. Please do not allow them to roam freely around the classroom. Please do not allow children to hold the lead.

Please ensure you and anyone attending with you respect the training space of other clients and their dogs.

Children are welcome to attend training class, with appropriate adult supervision. Fairy Tails dog training accepts no responsibility for children at training classes and it is the responsibility of the supervising adult to ensure their children's safety at all times. Children must not be allowed to disrupt learning and I reserve the right to request a disruptive child does not attend any future classes.

Health and Vaccination

All dogs and puppies must be suitably vaccinated against potential risk of disease, as well as being treated for internal and external parasites.

There can be no guarantee that there is no risk of disease at any venue or when in contact with other dogs and equipment (such as toys). It is the owners/handler's responsibility to ensure their dog is fully protected against the risk of disease. The decision not to do this is made entirely at your own risk.

Please advise in advance of any class if your dog has been unwell or if they have been in contact with another dog infected with a contagious disease. Depending on the issue, it may be advisable for the dog not to attend the class. It is the owner's responsibility to ensure their dog is fit and healthy for class.

If your dog has any known allergies or intolerances to certain foods please make me aware before the start of the class and provide appropriate, alternative treats for training.

Bitches in season should not be brought to training classes.

Marketing/Privacy

The personal information on your booking form will be kept confidential and won't be passed to any third party. I may send out occasional emails and marketing to the email address you provide. If you would like to opt out of these please let me know.

Photographs and/or videos are occasionally taken during training sessions to be used on Fairy Tails social media sites and/or the website. If you do not wish for photographs/videos of you or your dog to be used for marketing purposes, please let me know. Photos and/or videos can only be taken during sessions at the discretion of Fairy Tails dog training.

Disclaimer

I make every effort to ensure the safety of both clients and dogs in training sessions. By making a booking with Fairy Tails dog training 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 Fairy Tails dog training for all personal injury and damage to property while attending training sessions. You agree to assume all responsibility for any risks, injuries and damages, known or unknown, which

might occur as a result of your dog attending such sessions. You also agree to make any person who accompanies you to the session (s) or who comes in your place aware that they are there at their own risk. You understand and accept that your dog (and its behaviour) remains your entire responsibility at all times, whether or not in the presence of a dog trainer