



Terms and Conditions – One to One Private Training (including Puppy Packages)

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 and should not be used in training your dog.

Payment, refunds and cancellation

One to one session's must be paid for in full by bank transfer at least 7 days in advance of the appointment date. If you would like to re-arrange a session rather than cancelling this can be discussed and preferential rates to re-book could be an option.

Once payment has been received for a service 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.

Safety

Any instances of accident or injury to you or your dog must be reported at the time they occur. Please follow the trainer's instructions at all times.

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 an adult has hold of the lead.

Children are welcome to join in training sessions however Fairy Tails dog training accepts no responsibility for children and it is the responsibility of the supervising adult to ensure the children's safety at all times.

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. If the owner chooses not to routinely vaccinate their dog this is their choice and the decision is made at their own risk.

Please advise in advance of any session 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 session to be cancelled or re-arranged. It is the owner's responsibility to ensure their dog is fit and healthy for the session.

If your dog has any known allergies or food intolerances, please make me aware before the session and provide your own appropriate treats.

If your dog comes into season, please let me know ahead of the session so we can make adequate plans ahead of time.

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