

Terms and Conditions

Please note that payment for services also implies full agreement with these Terms and Conditions.

Training and Handling Methods

Training techniques used by Paws Dog Training and Behaviour are based on the principles of positive reinforcement. 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 should not be used in training your dog.

Payment, Refunds, Lateness and Cancellations

Payments can be arranged via bank transfer or cash only.

The Puppy Program and block bookings require payment at time of booking, there will be no refunds or re-arranged sessions, except in exceptional circumstances, in which case any partial refund will be made at the sole discretion of Paws Dog Training and Behaviour.

Any sessions cancelled with less than 24 hours' notice; there will be no refunds or re-arranged sessions, except in exceptional circumstances, in which case any partial refund will be made at the sole discretion of Paws Dog Training and Behaviour.

The Puppy Program and block bookings must all take place within a three-month period or any unused sessions will be forfeited, except in exceptional circumstances, in which case they may be refunded or re-arranged at the sole discretion of Paws Dog Training and Behaviour.

Clients are expected to arrive in good time for their sessions. If clients arrive more than 15 minutes late, they have missed their session and it will be forfeited, except at the sole discretion of Paws Dog Training and Behaviour.

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 that particular session.

Safety

Any instances of accident or injury must be reported to the trainer at the time they occurred. All dogs must be kept safe and it is the responsibility of the owner to ensure the safety of others with regard to your dog's behaviour at all times.

All training sessions are held outside in a natural environment. Please ensure you come suitably dressed.

Parking

Parking is available for a maximum of 2 cars. Please park at the gate and keep off the grass.

Children

We actively encourage your children to attend training sessions, with appropriate adult supervision. We accept no responsibility for children at training sessions and it is the responsibility of the supervising adult to ensure the children's safety at all times. Children under 16 must be accompanied by an adult at all times.

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. Paws Dog Training and Behaviour 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, 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: Paws Dog Training and Behaviour accepts no responsibility for the potential or actual exposure of dogs to disease. If an owner chooses not to routinely vaccinate their dog/ puppy, 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. 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 re-arranged. 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 and videos may occasionally be taken during training sessions. Such media may be used by Paws Dog Training and Behaviour for the purposes of marketing. If you do not wish for photographs of you and/ or your dog to be used or shared, please let us know. Any verbal or written feedback may be used for marketing purposes.

Our full Privacy Policy is available to view by clicking on the link on the footer of any page of our website or we are happy to provide you with a copy, on request.

Disclaimer

While we make every effort to ensure the safety of both clients and dogs during our training sessions, 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 all, and you agree to indemnify Paws Dog Training and Behaviour for all personal injury and damage to property while attending training sessions. 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 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.