



## **Doodledash Terms and Conditions**

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 Doodledash 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 should not be used in training your dog.

### **Payment, Refunds and Cancellations**

One to One sessions must be paid for a minimum of two weeks in advance of the 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 rearrangement 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.

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

Block booking of 6 – No refund once course has started

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 Doodledash. The Puppy Package of visits must all take place within a three-month period or any un-used sessions will be forfeited, except in exceptional circumstances, in which case they may be refunded or re-arranged at the sole discretion of Doodledash. 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 (other animals and people) with regard to your dog's behaviour at all times. Flexi leads (extending leads) are not permitted in training sessions in order to avoid injury. For home visits, please arrange for your dog to be in another safe room (without access to the front door) when your trainer first arrives – we are happy to wait while you do this! We will advise you as to when (and how) it would be most appropriate to bring the dog into the room to be introduced to us. If you feel that this arrangement is not suitable for your dog for any reason, please just get in touch and we can discuss the best option for you and your dog.

### **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. If coming to a venue, all vehicles are left at the owners' risk.

### **Children**

Children are very welcome 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. Young people under 16 must be accompanied by an adult. We do ask children watching to sit quietly and not disturb the class.

### **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. Doodledash 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/ handler's responsibility to ensure that their dog is appropriately protected against the risk of disease: Doodledash 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. 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. Please keep dogs in season off classes for 3 weeks or until their season has finished.

### **Marketing/ Privacy**

Photographs/videos may occasionally be taken during training sessions. Such photos/videos may be used by Doodledash for the purposes of marketing. If you do not wish for

photographs/videos of you and/ or 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. Photography and videography of sessions or parts of sessions is NOT permitted, without the express permission of Doodledash. Our full Privacy Policy is available to view by clicking on the link in the footer of any page of our website or we are happy to provide you with a copy, on request.

### **Disclaimer**

We make every effort to ensure the safety of both clients and dogs during One to One sessions. However, 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 yourself and your dog, and you agree to indemnify Doodledash 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, whether or not in the presence of the trainer/ behaviourist.