



Holly's Dog Training Terms and Conditions

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

Training and Handling Methods

The training techniques used by Holly's Dog Training 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 and group classes must be paid for in full a minimum of two weeks in advance of the booked time/ date.

Arrangements for refunds for one to one sessions 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.

One to One sessions

Amount of Notice Given	Re-arrangement fee (cost of purchasing a new session)	Refund
More than 2 weeks before the booked session	Full refund	N/A – simply swap the session
Between 1-2 weeks 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

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 Holly's Dog Training.



Group Classes

Group Classes are sold in blocks of 6 sessions and are to be paid in full and within 2 weeks of the first session

Numbers are limited per class and refunds will not be given for non-attendance or cancellations. Where possible Holly's Dog Training will try to accommodate a missed session later in the course but cannot guarantee this.

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

Dogs & Puppies must be kept on leads at all times, unless told otherwise.

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.

Your Responsibilities

You, as the dog owner, hereby acknowledge that you have voluntarily applied to participate and/or enrol your dog in dog training activities with Holly's Dog Training, or any other trainer representing Holly's Dog Training. You are aware that there are inherent risks and hazards involved in activities with and around dogs, and you voluntarily participate in these activities with knowledge of potential dangers. You are aware that any dog, regardless of training, handling, or environmental circumstance, is capable of biting and you expressly acknowledge the risks therein.

In order to participate in dog training classes or other activities, you, being fully informed of such risks and hazards, agree to assume all risks of such occurrences. You hereby agree to waive any and all claims or actions that you or your guardians or representatives may have, from any and all personal injury to yourself, your dog(s), other persons in your charge, or harm to property or person or death caused directly or indirectly, through action or inaction of self or others, by acts that might occur in dog training classes, any other format of training activities or dog training without trainer present or engaged.



You agree to indemnify Holly's Dog Training and its employees and affiliates from any and all claims by yourself, member of family, or any agent while within training facilities, within my/your home property, or in the general public as a result of any action or inaction, of either my/your dog(s) or any another.

You also agree to assume sole responsibility for injury or damage caused by yourself, children and people in your charge, or by the dog(s) you own or handle and further agree to indemnify, defend and hold the instructors, trainers, assistants and property harmless from any damage, loss, liability or expense, including legal cost and attorney's fees, which result from damage caused by yourself, children and people in your charge, or by the dog(s) you own or handle.

Handlers and/or owners remain responsible for their dogs at all times and are advised to ensure they have adequate pet or household insurance cover for liability in the unlikely event of damage or injury caused by their dog to property or to a third party

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.

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.

Health and Vaccination

All dogs and puppies should be fully vaccinated before attending classes as well as being appropriately treated for internal and external parasites. Holly's Dog Training 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: Holly's Dog Training accepts no responsibility for the potential or actual exposure of dogs to disease.

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.



Marketing/ Privacy

Photographs or videos may occasionally be taken during training sessions. Such photos may be used by Holly's Dog Training for the purposes of marketing and training.

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 (e.g. 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 Holly's Dog Training.

Disclaimer

We make every effort to ensure the safety of both clients and dogs during One to One sessions and Group classes. 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 Holly's Dog Training 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.