



Terms and Conditions – Training and Behaviour

1. Cancellations - 72 hours' notice is required. Charges may be applied (for up to the entire period that has been cancelled) if the required notice period is not given.
2. All payments must be paid in advance to confirm your initial appointment. All bookings are subject to a £10 non-refundable administration fee which is included in the quoted price.
3. Pawsitive Pooches reserves the right to cancel the contract (at any time & with immediate effect) if any dog/s under the contract do not respond well to the therapy or training plan (where the continuing of said contract is deemed, by Pawsitive Pooches, to constitute a risk to safety).
4. All dogs will be on lead during training unless prior agreement has been reached with Pawsitive Pooches.
5. The trainer will apply personal judgement and cancel or cut short a training session, where necessary, because of extreme weather conditions; including, but not limited to: excessive heat, torrential rain, thunderstorms, high winds and snow/ice. The decision to do so lies with the judgement of the trainer, for the safety of themselves, members of the public, other animals, and that of the recipient. In such circumstances, the decision to give a refund for that session (either complete or partial) is at the discretion of Pawsitive Pooches.
6. The trainer will apply personal judgement and cut short a training session, if necessary, if the trainer feels that the dog is not coping well. In the case of anxious dogs, the trainer may do the initial session with the owner only or split the initial consultation into two shorter sessions.
7. Although Pawsitive Pooches cannot fully guarantee a 100% success rate with any training plan, the methods used have a high success rate with clients who follow and practise them in the long term. We cannot take responsibility for lack of progress where the trainer's advice and training plan is not followed between sessions.
8. All methods used are kind, ethical and effective; however, they are not instant and take commitment from the client to work with their dog in the long-term.

9. All dogs that are known to have a bite history (either with other dogs or humans), or that have otherwise previously caused injury, must wear a muzzle for all sessions. Pawsitive Pooches accept no responsibility for dogs who are not muzzled, or otherwise kept under control, during the session or when working outside of the session. Failure to put your dog in a muzzle when requested may result in the immediate termination of your support and a refund will not be offered.

10. For insurance purposes, the following are applicable to all clients who choose to use our services:

- Breeds listed as 'banned' under the Dangerous Dogs Act 1991 will not be accepted for any appointment type
- Breeds restricted to exemption status under the Dangerous Dogs Act 1991 will not be accepted in group classes but may attend one to one training sessions under the following conditions:
 - Exemption certificate, schedule of public liability insurance and proof of microchip/neuter status have been provided prior to your first appointment
 - Dogs with bite history are muzzled and on a lead for home visits
 - All exempted dogs are muzzled and on lead for outdoor one to one sessions
- Attempts to circumvent any restrictions or bans by misrepresenting the breed or type will result in immediate termination of services without refund

Failure to meet the conditions listed here may result in your appointment, and all future bookings, being terminated immediately. You will not be eligible for any refund if this occurs.

11. Pawsitive Pooches holds all relevant public liability insurance. However, any accident or injury during our training session will not be covered if you have failed to use the appropriate equipment or failed to follow the instructions or advice of the trainer.

12. Dogs must be always kept under control when the trainer enters your premises. Failure to do so (and any injury or damage caused by your dog/s being out of control) will be your full responsibility. In all cases, the trainer will meet you outside your premises first and, in some instances, we may work only outside... taking a hands-off approach and working at a distance (especially in cases of anxious dogs).

13. In some cases, a 'stooge dog' may be brought in to aid in training. You will be responsible for keeping your dog a sufficient and safe distance from the stooge dog and, if requested, will need your dog to wear a muzzle during these sessions.

14. You are happy for Pawsitive Pooches to share success stories about your dog via social media, including the sharing of photos.

15. You are happy to write a testimonial if requested.

16. You agree to report/check in regularly about your dog's progress, through either email, text, or by sharing on our Facebook page or respond to any communication from Pawsitive Pooches. Continued failure to do so may result in a termination of any support services we provide.

17. In the case of behavioural issues, you agree to give consent to work with us and are happy for us to contact your vet on your behalf.

18. You are not required to physically sign this document to be bound by it. By choosing to book a service with us, you are agreeing to these terms in full. Printed copies may be provided upon request.

I.....(print name) agree to the above terms and conditions.

Signature.....

Date.....