



Booking Terms

By booking any service with Pawsitive Pooches, you agree to be bound by the following terms and conditions:

1. Refunds & Rescheduling

1.1 Bookings are non-refundable and non-transferable. Please ensure you are able to commit to the session date before booking. Statutory rights apply to bookings valued over £42.

1.2 All bookings must be paid for in advance.

1.3 Bitches in season are not permitted to attend any group sessions. Please contact us as soon as possible to discuss alternative arrangements.

2. Health & Safety/Dog Welfare

2.1 You must inform us as soon as possible if your dog becomes unwell before or during a session. Dogs must not attend sessions whilst carrying any infectious diseases, including but not limited to kennel cough, vomiting or diarrhoea.

2.2 We reserve the right to cut sessions short where issues of dog welfare or safety, or the safety of the handler or trainer arise.

2.3 Puppies must be vaccinated prior to attending group classes.

2.4 Where inclement weather will impact welfare or safety for dogs or humans, sessions may be rescheduled at the trainer's discretion. Dog welfare is priority.

2.5 Trainers may request that dogs are secured/muzzled for home visits. Failure to do so will result in immediate termination of the session without refund.

3. Group Session Suitability

3.1 Group sessions are not suitable for all dogs. If your dog is attending one, they must be comfortable working around other dogs and not exhibit any aggressive, distressed or reactive behaviour in the group setting. Please contact us prior to booking if you are not sure whether your dog is suitable.

4. Owner Responsibility

4.1 All dogs and handlers participate in sessions at their own risk. We take every care to provide safe sessions, but Pawsitive Pooches cannot be held responsible for loss, injury or illness to dogs or their handlers.

4.2 No training plan has a 100% success guarantee as we are limited by owner/handler ability/willingness to maintain or carry out any training agreed.

4.3 Pawsitive Pooches cannot be held responsible for issues arising from any owner or handler's failure to disclose necessary information about their dog in



relation to training, behaviour and safety. We will end our contract with you if your actions lead to a safety risk for our trainers.

4.4 All dogs with a known bite history must be muzzled. Failure to muzzle when requested may result in the immediate termination of your package without refund.

5. Training Methods

5.1 Equipment Policy - the following are not permitted in group sessions or one-to-one unless you have obtained express permission from your trainer prior to the session and can justify their use:

- shock/e-collars
- prong/pinch collars
- choke chains
- grot/slip/control collars

5.2 No extendable/flexi leads or slip leads in group sessions. Headcollars are permitted if your dog is comfortable wearing one. If not, please discuss this with us as we can help to properly condition it.

5.3 We do not allow handlers to use physical punishment or correction, or intimidation during our sessions. Handlers using these tools or methods may be asked to leave the session without refund.

6. Banned/Restricted Breeds

6.1 Breeds listed as 'banned' under the *Dangerous Dogs Act 1991* will not be accepted for any appointment type

6.2 Breeds restricted to **exemption** status under the *Dangerous Dogs Act 1991* 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 at booking
- Dogs with bite history are muzzled and on a lead for home visits
- All exempted dogs are muzzled and on lead

6.3 Attempts to circumvent any restrictions or bans by misrepresenting the breed or type will result in immediate termination of services without refund

7. Recording During Sessions

7.1 We may take video footage or photographs during sessions. These may be used for training purposes, on our website or social media or on printed materials.

7.2 If you do not consent, you must inform us before the session. We will not share any personal information.