



Terms and Conditions for Training Support Sessions, Classes and 1-2-1

It is important that you read through this document and that you are happy to agree with the terms and conditions set out below and then we can get on with all the magic and fun things! Please note that payment for services, engaging in the training classes both private and group, joining the private support group also implies full agreement with these Terms and Conditions.

Training and Handling Methods

The training techniques used by The Puppy Master 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 classes or and should not be used in training.

Payment, Refunds and Cancellations

Payment by bank transfer is required within 48 hours of reserving a place within our group training classes, booking a 1-2-1 appointment or training support session, unless otherwise agreed.

Once payment has been made, it is non-refundable.

Occasionally, where a client is unable to take up their reserved place on a course, their credit may be transferred to another suitable class/ service; this is at the sole discretion of The Puppy Master and will be dependent on us having another client to fill your place. We are unable to offer any refunds on missed group sessions but you will be sent the recap email for every session of the course for which you have paid, whether you attended or not.

One to One sessions (including training support sessions) should be paid for a minimum of one week in advance of the booked time/ date or at the time of making the booking. In exceptional circumstances eg testing positive for COVID or re-arrangement for a One to One session with notice of between 1 week and 72 hours may be made, at the sole discretion of The Puppy Master. The Puppy program of 5 sessions 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 re-arranged at the sole discretion of The Puppy Master.

Suitability for Class Environment [Not applicable to Training Support Sessions or One to one training]

Some dogs are not suited to a class environment due to over-arousal, fear, anxiety etc (this is not the same as a young puppy who is new to socialisation and is just a bit nervous!). Dogs which are known to bark, snap or lunge towards



other dogs or people within a distance of less than 15 meters will not be best placed in a class environment; it is simply not fair on the dog or the other attendees. If your dog is not suited to the class training environment now, we may be able to offer alternative solutions, such as one to one training sessions. If a dog is deemed by the trainer to be particularly stressed or reactive, despite the efforts of the owner and/ or trainer, the owner will be asked to remove the dog from the class (for that session or the rest of the course), in the best interests of both the dog and the others attending. Therefore, if you are unsure how your dog will respond to a class/ group environment, or have any concerns, you should discuss this with us before booking on to a course; refunds for course fees will not be given (see above).

Class Rearrangement

It may be necessary to reorganise classes to be online (zoom) due to bad weather conditions eg heavy rain or emergency circumstances out of my control. Should this be the case The Puppy Master will update everyone that attends the classes. Due to covid, Classes may have to take place online, at short notice. No refunds will be made.

Safety

Any instances of accident or injury must be reported to the trainer at the time they occurred. A first aid kit is available at training classes and carried by all staff during one-to-ones and training support sessions. All dogs must remain on lead and kept away from contact with other dogs unless specifically instructed by the trainer (eg. off-lead play). Flexi leads (extending leads) are not permitted in class, to avoid injury.

Children

Children are very welcome to attend classes / training sessions. We just ask that there are two adults for children 6 and under, to ensure that your puppy/dog have one adults undivided attention and that children do not approach or touch any dogs without appropriate supervision and permission. We accept no responsibility for children at classes and it is the responsibility of the supervising adult to ensure the children's safety at all times. In addition, children must not be allowed to disrupt the learning and we reserve the right to ask for disruptive children not to be brought to classes in the future. Young people under 16 must be accompanied by an adult.

Covid update: Only one member of the household may participate in group live sessions.



Health and Vaccination

All dogs and puppies attending classes should be suitably protected from the potential risk of disease as well as being appropriately treated for internal and external parasites. The Puppy Master advises that owners should consult their veterinary professional with regard to such issues. Whilst the indoor venues used by The Puppy Master are not routinely accessed by dogs (other than those attending classes), 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: The Puppy Master 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. We do ask to have a copy of any titre testing periodically in line with vaccination guidelines too. By booking a place at a class and agreeing to these terms and conditions, you are accepting full responsibility for the protection of your dog from the risk of disease. Please do not bring your dog to class if he or she 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). We accept bitches in season in class, we feel they exist in the real world and we want to help all our guardians understand how to help their dogs focus with seasons as distractions too, however if your bitch is ill, then we ask you do not bring her to class in line with the above health recommendations. If a dog is unable to attend classes, owners are encouraged and more than welcome to attend without their dog to keep up to date with the training course. 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.

Marketing/ Privacy

Photographs may occasionally be taken during training sessions. Such photos may be used by The Puppy Master for the purposes of marketing. For example, weekly photos and graduation photos are posted on our Facebook page. If you do not wish for photographs of you and / or your dog to be used or shared, please let us know. Any 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 is NOT permitted, without the express permission of The Puppy Master.



COVID-19 CLASS POLICY

The latest government guidelines will be followed at all times. These can be found on CFSG website. Full hand washing facilities are available, hand sanitiser is available, and class numbers are lowered to ensure distancing can be enforced. Face masks are to be worn in class, both indoors and outdoors in order to prevent the spread of COVID-19.

Test and Trace QR Codes are in place and both venues and can be scanned using your NHS COVID-19 App.

If the current government guidelines change then the following rules may apply in class.

1. We restrict the number of handlers in class down to just 1 per dog.
2. We lower the number of dogs per class to the guideline amount.
3. If in the event of a lockdown, both regional and national, then all classes will revert to Video /live format.
4. Online classes will count as a physical class with me, for both one to ones and group classes. Due to advanced bookings, I will not be able to move your appointment times forward.
5. If you are tested positive with COVID and have to isolate, we will look to move your classes forward as best we can. Evidence of covid testing must be provided however.

We regret that we are unable to refund enrolment fees once classes or one to one program has commenced, either in person or online classes and when you have joined the Private membership group.

Disclaimer

We make every effort to ensure the safety of both clients and dogs during training classes, training support sessions and one to one 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 yourself and your dog, and you agree to indemnify The Puppy Master for all personal injury and damage to property while attending training. 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 classes / 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.

By booking in and paying for classes with The Puppy Master, I agree to the Terms and Conditions above.