

POLICY, TERMS AND CONDITIONS

Our training is based on the kindest, most effective, non-punitive methods. We carefully design and structure our training programmes to be the best they can be for the dogs and their families. We hope you enjoy training as much as we do instructing!

These policies and conditions are written in the interest of safety, responsibility and care for owners and dogs.

1. Harsh handling is not permitted. We have a complete ban on choke chains and other coercive or punitive techniques, in accordance with the ABTC Code of Conduct: <https://abtc.org.uk/wp-content/uploads/2021/01/ABTC-Code-of-Conduct-January-2021.pdf>
2. Owners are expected to clean up after their dogs when in public places. All dogs must be kept under control and on leash in public areas, (off leash only where specifically instructed by your instructor.) We are there to help but you are responsible for the conduct of your dog at all times.
3. Refunds cannot be given after your Programme has started, except in exceptional circumstances - as decided by your Instructor. Transfers to other parties or to other programmes are not permitted. Paw Education Dog Training and Behaviour Ltd cannot accept responsibility for loss, injury or damage to person or property.
4. Children are very welcome to attend the training sessions. However, for the sake of safety and consistency in training, young people under the age of 16 MUST be always with an adult. Children who make a lot of noise or dash about can teach dogs to chase children. Parents might wish to sit down with their children before their training session to explain how important it is for them to listen and be involved.
5. Please let us know if your dog is not in a fit state to train due to disease, injury, or any other reason. All dogs should be wormed and fully protected by vaccination as advised by their Vet.
6. I authorise Paw Education Dog Training and Behaviour Ltd to carry out services as outlined in forms that I have completed and submitted. I agree that all the completed information sheets and forms provided in association with this document are true to the best of my knowledge and may be used by Paw Education Dog Training and Behaviour Ltd when needed.
7. Paw Education Dog Training and Behaviour Ltd agrees to provide the services stated in confirmation of booking agreement and supporting documents in a reliable, caring and trustworthy manner.
8. Paw Education Dog Training and Behaviour Ltd has valid public liability insurance, for the peace of mind of its clients.

- a. The insurance only covers the client when working with Paw Education Dog Training and Behaviour Ltd for the duration of the selected service, and only for services arranged with Paw Education Dog Training and Behaviour Ltd

9. Appointment Cancellation Policy

- a. We hope you won't have to cancel. However, if you are unable to make an appointment, please let us know as soon as possible so that we can reschedule, otherwise anything under 24hours notice will be lost from the remainder of your course.
- b. If Paw Education Dog Training and Behaviour Ltd cannot provide the service agreed, we will arrange an alternative time and ensure you, the client, receives the service you have signed up for.

10. Cancellation of programme

- a. You have a 24 hour from receipt of payment money back guarantee period to request a no quibble 100% refund.
- b. After the 24-hour period, if you would like to cancel your programme before we have completed your kick start session you are entitled to a refund minus an admin fee of £50.
- c. No refunds are offered once the programme has commenced and your kick start session has been completed. We believe in our programmes and hundreds of people achieve amazing results from investing in and completing our programmes. This type of progress requires that you follow the course all the way through and do the work. A change of mind does not constitute a valid reason for cancellation and request for a refund.
- d. Requests for refunds must be made in writing within the defined refund period as listed above in section 10 (a) and (b).
- e. If you are entitled to a refund, we will refund your money within two weeks of notice to us and the entitlement arising.