

Puppy School Terms and Conditions

By making a booking using the registration form, you acknowledge that you have read, understood and fully accept our terms and conditions as detailed below:

Bookings:

- When time allows before the first class, we will send you a confirmation for any bookings made. Confirmation will confirm payment, confirm start date, and give other information pertinent to your booking.
- Booking for a place on a training course is final. You agree to attend the training course for the duration of the course.

Fees and Prices:

- The full course fee must be paid in advance of joining the class by a method acceptable to your Puppy School tutor. Failure to pay in a timely fashion may result in your place on the course being given to another client.
- Price at time of booking applies.

Training Class Attendance:

- Our courses consist of 6 weekly classes, rather than a roll-on, roll-off programme or random attendance. For optimum results you are required to attend weekly and complete the course.
- To make the most of the classes and for optimal results, many short daily training sessions at home are needed to allow you and your puppy to practice the techniques and lessons prior to the next class.
- Puppies must be fully vaccinated. Your vet will advise when your puppy's vaccinations are complete. If you are unsure about vaccinations please consult your vet directly. This is for the safety of your puppy and therefore no exceptions can be made. It is your responsibility to have your puppy vaccinated. (NB: We do not consider homeopathic nosodes an acceptable alternative to conventional vaccines for young puppies.)
- Only puppies under the age of 20 weeks on the start date of the course will be accepted.
- Occasionally, it may become obvious that a class environment does not suit a puppy or owner. We will advise you as soon as this becomes apparent, and will make alternative arrangements to assist you. A partial refund may be considered in such cases but is not guaranteed.
- Although every effort is made to encourage children at our classes, we cannot guarantee their presence at every class for socialization purposes.
- Although we make every effort to allow your puppy to play with other suitable puppies in the class for short periods, we cannot guarantee the right mix of puppies on every course for this to be done safely. Consequently, puppy play may not occur in all classes.
- We make every effort to ensure safety of both clients and puppies during the classes. By making a booking, you are accepting that participating in an activity with puppies,

children and adults poses a risk of injury to yourself and your puppy, and you agree to indemnify Puppy School for all personal injury and damage to property owned by you while attending the training classes. You also agree to make any person who accompanies you to the class that they are also there at their own risk.

Training Class / Premises Rules:

- All puppies must remain on lead and kept away from contact with other puppies within the premises unless specifically instructed by the tutor.
- All instances of accident or injury must be reported to the tutor at the time they occurred.
- The following items are NOT PERMITTED in Puppy School classes under any circumstances: choker chains and/or check chains of any description; shock collars including citronella; shock devices or any other device that causes discomfort, pain or fear to the dog; prong or pinch collars; any equipment that the trainer deems unacceptable.

Refunds and Cancellations:

- Because we operate our classes using a very low tutor:puppy ratio, refunds may not be given for any cancellations unless the place can be filled by another client or unless at least 14 DAYS NOTICE is given. There are no exceptions. We may be able to transfer or defer your place to another course but this is at the discretion of the Puppy School tutor. Failure to notify us of a cancellation within this time frame will result in no refund / part refund.
- There will be no refund if you fail to attend a course/seminar which is fully paid for.
- Failure to attend a course/seminar that you have booked a place on, but not yet paid for, will result in a request for full payment, which you agree to be liable for.
- There will be no refund for cancellations due to lack of vaccination or no vaccination card, unless we are notified 14 days in advance of the course commencing. It is your responsibility to have your puppy fully vaccinated and health warranted.
- There will be no partial refunds for missed classes.

All other cancellation and refund requests are at the discretion of the Puppy School tutor and dependent on individual circumstances.