

SKY WALKERS

DOG TRAINING & WALKING

TERMS AND CONDITIONS

A boring bit we, humans, do... However, it is important that you read through this document carefully and ask any questions before we start the fun part! **Please note that the payment for services and engaging in training sessions both also imply full agreement with these Terms and Conditions.**

Privacy & Marketing

Email addresses, telephone numbers or other contact information will be used to keep the communication with you. Should you wish for your details to be deleted after finishing your training plan, please let us know in written form.

Photos and videos may be occasionally taken during training sessions and used by Sky Walkers Pack for marketing purposes. If you do not wish any pictures or videos of you/your dog to be taken or shared, please let us know in written form.

All customer information and records shared with Sky Walkers Pack are kept in confidence and not shared with any third parties.

Training & Handling Methods

The training techniques and methods used by Sky Walkers Pack are based on the principles of positive reinforcement and designed to be kind, fair and force-free. Harsh handling of dogs, physical force and the use of punitive methods/punishment or equipment designed to be aversive (including choke chains, check chains, prong collars, e-collars or any other device deemed unacceptable by the trainer) are not to be used and are not permitted in training sessions.

Payments, Refunds & Cancellations

121 sessions: a full price of the training block is due to be paid within 48 hours of booking your sessions. All block sessions must be used within six months unless agreed otherwise, or any un-used sessions will be forfeited.

Please allow at least a 24 hours notice for cancellation of sessions. Any cancellations made within less than 24 hours notice will be charged in full or taken out from a training block, except in exceptional circumstances, in which case any refund or rescheduling will be made at a sole discretion of Sky Walkers Pack.

In the event that we have to cancel a session with you due to unforeseen circumstances, such as adverse weather/illness/emergency, we will make every effort to reschedule your session to another mutually convenient time. If this is not possible, we will refund you for the cost of that session.

Classes: a full price of the training course is due to be paid within 48 hours of booking your spot. Please, allow at least a five days notice prior to the start of the course for cancellation of your booking. Any cancellations made within less than five days notice prior to the start of the course will not be refunded as your place can no longer be filled.

No partial refunds for missed classes will be issued, however, where possible, a customer might be allowed to join an alternative class at a sole discretion of Sky Walkers Pack.

You must not knowingly book a dog who is reactive to dogs or people onto group training. A customer with such dog might be asked to leave the group training setting with no refund for the classes booked. If you have doubts about your dog, please, get in touch to discuss prior to making a booking.

Safety

All dogs must be kept safe and it is the responsibility of the owner to ensure the safety of others (other animals and people) with regard to your dog's behaviour at all times. Any instances of accident or injury must be reported to the trainer at the time they occurred.

Children

Children are very welcome to attend training sessions. It is the responsibility of the supervising adult to always ensure the children's safety. Young people under 16 must be accompanied by an adult.

Health & Vaccination

All dogs and puppies should be suitably protected from the potential risk of disease, as well as being appropriately treated for internal and external parasites. Sky Walkers Pack advises that owners should consult their veterinary professional regarding such issues. 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: Sky Walkers Pack 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 using homeopathic nosodes), this is entirely the choice of the owner and is a decision made at their own risk.

By agreeing to these Terms and Conditions, you are accepting full responsibility for the protection of your dog from the risk of disease. Please advise us in advance of the session if your dog 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). Depending on the issue, it may be advisable for the session to be cancelled or re-arranged. 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, and provide appropriate alternative treats etc.

Disclaimer

We make every effort to ensure the safety of both clients and dogs during training sessions. However, by making a booking with us, you are accepting that participating in an activity with dogs, children and adults poses a risk of injuries. 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 such 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. You understand and accept that your dog (and their behaviour) remains entirely your responsibility at all times, whether or not in the presence of the trainer.

I have read and agree to the terms and conditions stated above:

(signature)

(date)