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## Terms and Conditions – Canine Training and Behaviour

By making a booking with Bells and Whistles Animal Training and Behaviour (hereafter referred to as Bells and Whistles) or via Puppy School, you are deemed to have read, understood and agreed to the terms and conditions outlined below.

### Charges:

- ⇒ By booking you agree to our charges. These charges are laid out on our website [www.bellsandwhistlesbehaviour.co.uk](http://www.bellsandwhistlesbehaviour.co.uk) or please ask for written confirmation of charges. Payment can be made by cash, cheque or BACS.
- ⇒ Confirmation of your place on your chosen training course will not be made until your registration form and full payment are received.
- ⇒ For one to one training and behavioural consultations, payment should be made prior to the first session or at the first session. A delay in payment will result in delay in receiving your report for behavioural consultations. Follow up sessions will not be confirmed until payment is up to date.
- ⇒ For monthly paid classes, payment should be received no later than the day of the first class of that month.

### Cancellations and Refunds:

- ⇒ Where offered, deposits for training classes, one to one training and behavioural consultations are non-refundable.
- ⇒ We ask that you give as much notice as possible of cancellations for training courses, one to one sessions and behavioural consultations.
- ⇒ Training sessions and behavioural consultations cancelled within 24 hours of the appointment will incur a cancellation fee of 50% of the full fee. If our trainer / counsellor has begun travelling when notice of cancellation is received, the full fee will be payable. Extreme circumstances will be considered.
- ⇒ For training courses, refunds cannot be made once the course has begun, as we are unable to resell your place. Refunds for training courses cancelled less than five days prior to the start of the course will incur a £15 admin fee. Cancellations within 24 hours of your course commences will result in a 50% refund at our discretion.
- ⇒ Refunds for monthly book classes are at our discretion and may incur a £15 admin fee. In some cases the higher class fee may be added for cancellations of some classes during a month.
- ⇒ In the event that a class/session is cancelled or postponed by Bells and Whistles, we will do our best to inform you promptly. Please ensure we have up to date contact information including a mobile phone number. Any such sessions will be rebooked at a mutually convenient time. If no such time can be agreed upon, a refund of the full or partial fee may be considered. This will be based on the proportion of the course attended.



**Bells and Whistles**  
Animal Training & Behaviour

Behaviour Consultations  
Dog Training Classes & 1-2-1 Training  
Puppy School Training Classes  
Talks & Workshops  
01494 483507 / 07703 020344  
Jenny@bellsandwhistlesbehaviour.co.uk

### **Attendance at Consultations / Training:**

- ⇒ All family members that are involved with the day-to-day care and training of the dog are encouraged to attend the consultation / training classes.
- ⇒ All children must be under the supervision of a responsible adult, who must agree to ensure their behaviour is appropriate, safe and considerate of others. The adult is responsible for the child's safety during the consultation / training session.
- ⇒ We make every effort to ensure the safety of both clients and dogs during consultations and training classes/sessions. However, by making a booking, you are accepting that participating in an activity with dogs, children and adults poses a risk of injury to yourself, your dog and any person accompanying you to class. You agree to indemnify Bells and Whistles Animal Training and Behaviour for all personal injury and damage to property owned by you during the consultation, training class or while undertaking suggested training or behaviour exercises out of class. You also agree to make any person accompanying you aware that they are also attending at their own risk.
- ⇒ It is the responsibility of those attending events to ensure that they are equipped with appropriate and safe equipment and clothing. All persons attending must comply with safety requests promptly at all our venues.
- ⇒ Climbing on agility equipment is not permitted. Using agility equipment without the express permission of your trainer is not permitted.
- ⇒ You must not knowingly book an aggressive or highly reactive dog on to any training course (with the exception of the reactive dogs course). If in doubt please ask for an assessment before booking. You must inform us of any aggression / reactivity shown by your dog prior to commencement of behavioural consultations or one to one sessions.
- ⇒ You must inform us of any behavioural issue that may affect attendance at training / events including reactivity to people or dogs and chasing issues with wildlife or livestock. Even if we are informed of these issues, you remain responsible for your dogs behaviour at all times.

### **Behaviour Modification & Training:**

Behaviour modification and training is often multifactorial. Training and therapy must be carried out at the pace of the individual dog. Therapy and training plans can take time and Bells and Whistles cannot guarantee and speed of progress or recovery. In some cases, genetics, upbringing and previous experience can result in permanent damage/trauma to a dog. In these cases the therapy / training plan may be designed to improve the owner and dogs welfare and may not resolve the problem completely.

### **Photography:**

- ⇒ You, your family and your dog, may be photographed or videoed for research, teaching or advertising purposes. Unless you state otherwise, your consent for use of these photographs and videos is implied.





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### **Training Equipment and Handling:**

- ⇒ We do not allow harsh handling at any of our training or behaviour sessions/classes. You may be asked to leave or the session terminated if harsh handling is used. Refunds will not be given in this event. Harsh handling will be determined by your trainer / counsellor.
- ⇒ The following equipment is NOT permitted at our classes:
  - Electronic training collars such as shock, citronella, water or air spray collars, including anti-bark collars.
  - Choke, prong or pinch collars.
  - Any device that causes discomfort, pain or fear for the dog.
  - Extending leads.
  - Slip leads and other devices that constrict on the dogs neck are discouraged and may be considered inappropriate.

### **Animal Health:**

- ⇒ Bitches in season must not be brought to training classes or public events where they will come in contact with other dogs. Please inform us that your bitch is in season for all sessions / events.
- ⇒ Please inform us if your dog is ill, injured or has come into contact with a contagious disease. Please do not bring ill, injured or potentially contagious dogs to group classes or venues in which we hold group classes.
- ⇒ Dogs attending group classes or venues in which we hold group classes must be up to date with vaccinations or hold a current titre test certificate.
- ⇒ We allow puppies to attend classes after their first vaccination, provided this has agreed by your vet, as other dogs attending the venue will be healthy and immunised. Indoor venues are disinfected with a high quality disinfectant to further reduce risk. Advice from vaccine companies is generally that a puppy should not walk in areas frequented by other dogs until one week after their second vaccination. By booking your puppy onto a course prior to completion of their vaccinations, you agree to accept these risks.
- ⇒ Bells and Whistles reserves the right to refuse animals in poor health.

### **Disclaimer:**

*Bells and Whistles and any agent acting on behalf of Bells and Whistles do not accept liability for any loss, damage, accident, injury or illness to dogs, handlers, spectators or any other person, animal or property whatsoever, however caused. This pertains to incidents during a session, course, event or consultation with Bells and Whistles as well as during training or behaviour modification carried out in the absence of Bells and Whistles.*

