



RINGWOOD DOGS

TRAINING TERMS AND CONDITIONS

The following policies are in the interests of all owners and their dogs and by booking a one to one training session with Ringwood Dogs, you agree with and acknowledge that you have read, understood and fully accept the terms and conditions as detailed below:

Safety:

- Keep your dog close to you and under control at all times.
- Dogs are to be kept on a lead outside unless instructed otherwise during a training exercise.
- Do not allow your dog to approach other dogs during the training session. Despite the need for owners to socialise their dogs, a strange dog approaching a sensitive dog can cause them to show aggression or other behaviour detrimental to the training session.
- Flexi leads are not permitted during a training session to avoid injury to others.
- All dogs must be wearing a suitable collar or harness and be kept on a standard leash.
- The dog and any other person that is brought to a training session is the owner's sole responsibility.
- Ringwood Dogs cannot accept responsibility of any injury, loss or damage to person or property that occurs whilst attending a training session.
- In the event that your dog attacks a person or a dog or in the event that he/she is involved in a fight with another dog/person causing any damage or injury, you agree to be responsible for any losses incurred including payment of veterinary fees or any medical treatment required.
- Children are welcome and encouraged but they cannot attend on their own (without adult supervision) if under 18 years.

Health:

- All dogs should be fully protected by vaccinated before attending a training session unless otherwise recommended by a veterinarian.
- Do not bring a sick dog or a bitch in season to a training session.
- Please encourage your dogs to relieve themselves before the training session.
- Should a dog relieve themselves before or during a training session, the owner will need to clean up and dispose of the waste in a suitable bin.

Ethical Training

- You have booked a **"Positive Reinforcement"** one to one training session. This means no force or punishment will ever be used to train your dogs.
- The following items are **NOT PERMITTED** in a training session under any circumstances: choke chains and/or check chains of any description; electronic training collars including citronella; any other device that causes discomfort, pain or fear to the dog; prong or pinch collars; any equipment that the trainer deems unacceptable.
- Harsh handling is strongly discouraged. The use of physical force and punishment-based training techniques by the owner are not permitted in the training session. If it continues after an initial warning, the dog and owner will be asked to leave the training session with no refund.

Payment/Cancellations:

- Payment will be due in cash or by cheque at the end of your session unless otherwise agreed. If you prefer to pay by bank transfer, your payment should be received by the start of your session.
- Should you be running late (if not meeting at your home), please inform us of your delay if possible. It may still be feasible to run the session, although your session may not be extended beyond your booked slot.
- If for any reason you need to cancel your one-to-one training session, please contact us as soon as you know, so we can offer your slot to another client. Cancellations made with less than 24 hours notice will still incur the full fee.
- Ringwood Dogs reserves the right to cancel a training session due to severe weather conditions, torrential rain, snow, heat or if a dog does not work well in certain conditions – rain, cold or heat. No cancellation fee will apply and another training session will be arranged.

Privacy Policy:

- Please be assured that Ringwood Dogs promises to never disclose information about you, your family or your dogs to third parties unless it is for the safety of your dogs, is necessary for urgent veterinary advice or needs to be disclosed to our governing body to show we are adequately keeping records. We will never pass on your contact details or any security details without the express permission from yourselves except in the instances stated above. We may use photos on Facebook for the purposes of marketing only (we do not state who the dog belongs to or where they live or their location), however if you do not want us to occasionally use photographs that contain your dogs, please let us know. Ringwood Dogs will keep your records for the length of time legally required by law and HMRC and all paperwork will then be destroyed. All of our sensitive information is kept in a password protected computer and paper copies kept in a locked cabinet. Full details can be found on our website under the "Pricing and Paperwork" tab.