

TERMS AND CONDITIONS

Please make sure you have read and understood the terms and conditions before you make a booking. By placing a booking, you are deemed to have read, understood and agreed to them.

General

- Dogs must be kept on lead at all times, unless told otherwise by the instructor.
- You must not bring your dog if he/she is unwell or has a contagious disease.
- Try not to drop treats on the ground as it creates a distraction for the other dogs
- Please consult us prior to bringing bitches in season – depending on the mix of dogs in the group, we would generally still expect you to attend but we reserve the right to ask you to keep your dog away if we believe it would be beneficial in the individual circumstances.
- Only positive force free methods are to be used during training
- Before entering the arena, ensure all other dogs are under control and not within 5 meters of the gate
- Unless expressly agreed in writing before the session, only dogs who are friendly to other dogs and people are to attend training sessions.

Children in Classes

All children under 16 are the sole responsibility of the adult who books the course and must remain on site to supervise throughout the session. Under no circumstances should children under 10 years of age be responsible for any dog whilst on the premises, although they are welcome to train alongside a parent or guardian at your own risk.

Photographs and Recordings

Photographs and/or recordings may be taken by the company during training classes or one to one sessions for educational and promotional purposes. No other photographs and/or recordings may be taken without prior permission from Cleaver Dog Training.

Health and Safety

Cleaver Dog Training accepts no responsibility for injury, illness, loss, damage or accident to you, your dog, spectator, other persons or property.

- Dog training can be a physical activity and handlers are reminded to take due care and attention to their and others' safety.
- Handlers are responsible for their dog's actions and behaviour at all times.
- Keep your distance between dogs – your dog may be friendly and relaxed around others but not all of them are
- Please make sure you wear suitable clothing and shoes – training may be held outdoors around the farm and in the paddocks, as well as in the sand arena.

Vaccinations

Cleaver Dog Training recommend that all dogs and puppies are fully vaccinated or titre tested, as recommended by your veterinary surgeon. However, if you chose to bring your dog to classes unvaccinated, this is entirely at your own risk and you will be fully responsible for any issues arising as a result of non-vaccination.

What to Bring

- Plenty of treats for your dog (ideally something soft as it is easier to train with)
- Suitable treat pouch that can be easily accessed – we do have some pouches available to buy if you do not already have one, with prices starting from just £3.00
- A well fitting harness or collar (not choke chain) and a non-extendable fixed length lead – Cleaver Dog Training is authorised to supply and fit Perfect Fit Harnesses
- Poo bags (all faecal matter should be cleared up and taken from site or placed in a suitable receptacle)
- Sense of humour and some patience!

Requirements for Agility

Your dog needs to be reasonably fit (if in doubt please check with your vet); at least 12 months old (again, take your vets advice on suitability for their age and breed); sociable with other dogs and under control!

Payment

For courses commencing after 1st June 2019, the 6 week blocks of training classes (Bronze Basic Manners, Silver Improvers', Gold Advanced Training and Agility Training) are £75 for the initial course. If the next course is booked before the penultimate week of the current course, the course fee will be reduced to £65 for the 6 week block.

The 3 week Puppy Basics Course is £35, and a 121 Puppy Planning Consultation is £75. If these are both booked together as a package initially with the Bronze Basic Manners Course, a reduced fee of £160 is payable. If the 3 week Puppy Basics Course is booked at the same time as the Bronze Basic Manners Course, a reduced fee of £100 is payable.

- All group class sessions must be taken during consecutive available weeks (i.e. excluding any week when there is no training available. If you are unable to attend your usual session, it may be possible to attend an alternative class within 7 days of the missed session as long as a minimum of 24 hours' notice is given that you cannot attend the session.
- Priority will be given to clients who book and pay for the complete course, but if there are any further spaces available, these will be available at a charge of £15 per session.
- From 11th October 2018, 121 general training sessions held at Copas Farm, Amersham are £40 per session (approx. 45-60 mins) or £45 for 2 dogs and handlers. There will be an additional charge of 45p per mile for consultations at an alternative address.
- Prices for behavioural consultations depend on the amount of time and travel distance required and will be quoted on a case by case basis. Initial consultation fees start at £75 to include reviewing a questionnaire, a consultation appointment and follow up email.
- Payments for private sessions are non-transferable and non-refundable.
- Group classes generally take place throughout the year but there will be a break over Easter for 1 week, during August for 4 weeks and 2 weeks over Christmas.
- Special events and workshops are payable at the time of reservation and fees are only refundable if your place can be transferred to someone else.

All bookings (classes, one to ones or behavioural work) must be paid in advance via BACS transfer unless otherwise agreed (sort code 11-12-59, account 00136290). Until payment has been received, the booking has not been confirmed.

Cancellations

Non-attendance will result in the loss of the payment. Cancelling a scheduled appointment within 48 hours of the appointment will result in the loss of the payment or course session. Cancellations between 48 hours and 7 days' notice will result in 50% loss of payment with the balance transferred to the next session. Rescheduling an appointment is at the discretion of Cleaver Dog Training.

We reserve the right to change the timing, date or venue of classes or one to one sessions in order to provide a high-quality service or where it is necessary for reasons beyond our control.

Data Protection

By booking with Cleaver Dog Training, you are agreeing for your records to be kept on file and that you can be contacted with relevant information, but Cleaver Dog Training will not share details with any third party.

We have a comprehensive GDPR policy which can be found on our website www.cleaverdogtraining.co.uk and by agreeing to our terms and conditions, you are also confirming your agreement to this policy.