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**TERMS AND CONDITIONS FOR BEES KNEES DOG TRAINING**

Welcome to Bees knees Dog Training. Before you book any training with Bees Knees you need to read, understand and accepted to these terms and conditions. Once you book any training you have accepted these terms and conditions.

***COVID- 19***

*Due to COVID- 19 I have had to make some changes. These changes are due to the government guidelines and may be amended to fit in line at any time. A week before your class is due to start you may get another set of terms and conditions that are based on the current guidelines. I am doing my best to reduce the risk that attending a training class possess but I can NOT eliminate the risk completely.*

***Your place:*** *Currently I am running classes with 4-5 dogs, if the government guidelines change there may be knock on effects. The venue that I rent may have to amend their polices and I may have to reduce the number in a class, this would mean that your place may be void. This is out of my control. I will offer you the opportunity to join another class which maybe at a later date.*

***Arriving:*** *When you arrive please line up outside the door where the sign says "Entrance". Please keep social distancing when you are waiting to enter. DO NOT come into the hall until I tell you that you can come inside, even if it is poor weather. If you have arrived for the first class of the night you may come straight in.*

***Number of people:*** *I usually welcome you to bring along with you as many people as you wish. I am sorry to say that at the moment we need to keep numbers as low as possible. One person per dog maximum applies. You are welcome to have different members of your family attend each week so that everyone can have a go.*

***Touching other people’s dogs:*** *There is still not concrete evidence on animals carrying the virus so please do not touch anyone else's dog. I know how important socialisation is and you are welcome to talk to other people’s dogs and with the owner's permission you can drop treats on the floor.*

***Coming into the hall:*** *When you come into the hall you will be offered an antibacterial wipe so that you can clean your chair (or you are welcome to bring your own from home). Once everyone is ready to begin the class I will come around with a bin for the wipes.*

***Washing hands:*** *There are three bathrooms at the back of the hall, I will put hand wash in them all and feel welcome to wash your hands throughout the session. Be mindful of others and give people plenty of room to come out of the bathrooms. Please don't not use alcohol gel as this is toxic to dogs.*

***Leaving the hall:*** *You will be leaving at the back of the hall. This is so you do not pass the class waiting to come in. I will let you go one at a time so that you can wash your hands on the way out if you wish to. I will also have alcohol gel that I will offer you but ONLY use it if you will not be giving your dog any more treats.*

***In-between classes:*** *In-between classes all; doors, equipment and the clean-up spray will be cleaned. I will open both sets of doors to allow fresh air into the hall. I will also wash my hands before the next class comes in.*

***Equipment:*** *I will have with me equipment to allow me to run the activities. When I give you something this is for your use only during the session. You will also be offered an antibacterial wipe in case you would like to clean the equipment yourself before you use it. Everything will be cleaned in-between sessions.*

***PPE:*** *You are welcome to wear any PPE you wish during the session. I will be using a mask when talking to the whole class that I will remove when I come around to see you one at a time. If you wish me to keep my mask on just let me know. The use of masks may change to reflect current government guidelines.*

***Toys:*** *I am not able to share toys to amuse your dog due to COVID-19. So please remember to bring with you something fun for your dog to do if they get bored.*

***Accidents:*** *If an accident does happen, I will have supplies for you to clean up. Please let me know if you have used them so that I can wipe down the cleaning liquid bottle after you have used it. You are also welcome to bring with you your own clean up supplies if you wish to.*

***Curriculum:*** *Usually the curriculum listed is what you will get form a course. Due to COVID- 19 this is now only a guide to what may be covered as in a course I may have to change some of the activities that we do. Things that involve running may have to be replaced with other activities as heavy breathing is a risk.*

***Payment:*** *At the moment I am asking you to pay the week before the classes start (this is just in case we go into lockdown and I have to cancel the classes). I will send you out an email with all the information a week before the start date. Payment is ether bank transfer or cash on the night.*

***If you have COVID-19:*** *You MUST follow government guidelines if; you, a family member or you have been in contact with someone tested positive with COVID- 19 or you think you have it. You can only return when you have had the all clear from a doctor. You will NOT be refunded the time that you miss but you will be; emailed over the sheets for what you miss, receive a detailed explanation on what we did that week, email support and a call if you need one. Please do not take risks and stay home.*

***If I am worried about COVID-19****: If I contract COVID-19 then this falls under "An act of nature/God" and "If I have to cancel a session" so please see these sections on my terms and conditions.*

***If you contract COVID-19 from attending classes or one to one session****: I am NOT liable for your contract COVID-19 in a training class or one to one session. It is your choice if you chose to come. Even though I will be doing my very best to reduce the risk I can NOT guarantee there is no risk. If you do contract COVID-19 from a training class I am NOT liable in any way from you having; to self isolate, loss of income, hospitalisation est. If you do contact COVID-19 please contact the government and tell them that you attended a training and give them my information so that track and trace can let everyone know. If we have to close to self isolate due to an outbreak please see the acts of "nature/god" section of the terms and conditions.*

**TRAINING CLASSES**

**Everyone is welcome:** All family members and friends are always welcome in the classes. I will instructed you during the session if there should be only one handler up at a time with the dog however most of the time as many people as you wish can be joining in. All children under 18 must be accompanied by an adult.

**Equipment:** Dogs must have on a collar, tags and a lead (harness are preferred but not essential.) The equipment must be in good working order and in the correct size for your dog. You dog must be comfortable so no chock chains, slip leads, anti bark collars, prong collars (haiti are case by case and I will advise you) or equipments the will cause any pain in allowed during the session (please no flixi leads either if possible if not please lock your lead unless otherwise instructed). If you would like any help with selecting equipment please let me know. If you do show up in any of the above equipment you will be asked to remove it before the class starts. If you don't have other equipment with you maybe asked to leave for that session.

**Dress:** Dog training is very active so please make sure that you ware appropriate clothing and shoes. The floor in the hall can be slippery if the wrong sort of shoes are warn I recommend trainers. Please be aware that if you pet another person's dog and they bite your clothing then Bees Knees Dog Training is not responsible to the cost of your clothing or repairer. I recommend old comfortable clothing that is not baggy to be warn.

**Dogs must be on leads:** Please keep dogs on leads at all times unless otherwise directed by me. If you are not clear whether you should have your dog on or off the lead when completing an exercise, just ask.

**Your dogs behaviour during the class:** You are responsible for the behaviour and actions of your dog while attending training. Remember that you are in control of everything not your dog. The fun of training in a class is likely to excite your dog so keep a firm hold of your lead. There is the option of a back room if during an exercise your dog becomes over excited to calm them down. As well as toys out for them to play with.

**There may be a shy dog on your class:** Please respect the personal space of other dogs and ensure you stand at an appropriate distance until you are sure whether the dogs will get along. Always check will all owners (or if unsure with me) before you approach or let your dog approach another dog. If you have children with you please make sure that they are also aware that they must ask before petting any of the dogs. If your dog is unsure make sure that you have told the me before you come to any training classes and make sure you tell anyone that asks you that your dog is shy and please do not touch or let your dog say hi.

**Follow instructions at all times**: This including all safety instructions if someone says there dog is shy you must respect this. Please don't use equipment when I am not present or without instruction first.

**Equipment is for dogs only:** Equipment is designed for dog use NOT human use so please do not use as a human obstacle / hurdling course including children.

**Do not force your dog to do anything**: Do not put them into a position if they refuse(e.g focusing your dog into a down using your hands to push your dog down) respect when you dog says to you no. I use reward based training therefore harsh handling will not be tolerated. I reserves the right to request any persons to leave the premises if they are abusive or using hash handling to any other person or dog. Ask me for help and advice if you are struggling with anything I am happy to help.

**Accidents:** Pick up after your dogs inside and outside the hall. Accidents do sometimes happen there will be equipment out for you to clean up if there is an accident. If you dog needs the loo at anytime during training even if you are up doing a skill please feel free to take them straight out to the loo. You should have with you at all times poo bags as a dog owner. These will be provided if you forget please just ask.

**Your dog must be fit and healthy for training:** It is your responsibility to ensure your dog is fit and healthy to attend training and is not suffering from any infectious disease that could be transmitted to any other dogs. If in doubt about your dog’s health please consult a veterinarian and please don't attend if you dog dose have anything that is contagious or that will affect you dog enjoying the session. If your dog can do an activity during the session due to health please let me know I can adapt what we are doing so that your dog can join in.

**Dogs in season:** Please inform me before your training session if your dog is in season. If this dose happed you are welcome to continue on next terms classes (picked up from the week you had to leave if a place is available) or a refund for the remaining classes. You can also attend with your dog ware something that covers the whole of the genital area through this is at YOUR own risk. If I feel that it would be better in your dogs and the classes best interest I will reserves the right to request you to leave and join next term classes. This is for the safety of your dog.

**Intact male dogs:** Intact male dogs are welcome but you must not allow your dog to mount or hump any other dogs in the class this is not tolerated and you may be asked to leave. If you dog dose have an issues with humping you must make me aware and your dog will not be allowed off lead at all during classes for every ones safety.

**If a fight happens:** Any accidents or issues involving a person or a dog must be reported immediately to me. In the unlikely event of an altercation between two dogs, stand back and allow the me to address it. If I feel that your dog is exhibiting any behaviour that is reactive towards any people or other dogs I reserves the right to request any persons to leave the premises and other training options such as one to one training may be offered.

**Stressed and fear full dogs:** If anyone's dog is looking to stressed or fearful about being in a hall training environment I reserves the right to request any persons to leave the premises and one to one training may be offered instated. Training should be fun for you and your dog at all times. on the first night it is not unusually for dogs to be a bit unsure but if I see any signs that this is not improving then in your dogs best interest I will ask you to leave and talk about some behavioural training options instead.

**Parking:** Cars are parked at their owner’s risk. There is no car park just street parking so please show up in plenty of time to get park. It is a permit area around the hall so please read the sign for further information. I do not accept any responsibility for theft or damage to cars or property whilst at training.

**Aggression:** Verbal or physical aggression of any kind is not tolerated towards me or any of the other class attendees. I reserves the right to request any persons to leave the premises with no refund for any aggression or fear from aggression.

Feel free to ask questions.  More importantly, have fun and enjoy!!

**BOOKINGS, PAYMENTS AND CANCELLATIONS**

**Payment:** Payment of fees should be made at the time of placing a booking through bank transfer or cash for the full amount on the first night with agreement from me. Payment is always for the full amount NOT weekly payments.

**Booking a place:** To book a place you just need to fill out the sign up form and email it back to me. (If the sign up form plays up then you can include the sign up information in an email.) A confirmation will be sent out once I have your sign up form that you have been booked on a class.

Under the Consumer Protection (Distance Selling) Regulations 2000 you may cancel your purchase within a period of 7 working days beginning on the day after we send your booking confirmation. However, there is no right of cancellation where the course begins within this seven day period.

**CLASSES AND WORKSHOPS**

Cancellations must be made in writing by email. Cancellations will be subject to the following fees if you have already paid for your classes:

**-** Cancellation of a booking must be at least 7 days in advance of the start of your class or the workshop date, otherwise your booking will be forfeit unless you have agreed to pay in cash on the first night of the classes.

**-** Cancellations within 8 to 28 days of the start date payment will be refunded.

**-** Cancellations over 28 days before the start date payment will be refunded.

**If you do not attend:** If the participant fails to attend the course and the course has already started (you stop coming) there is no refund.

**If I have to cancel a class:** If it is me that has canalled a class then that class will be refunded unless; another date is booked to replace the cancelled class, if every effort is made to obtain another date but I was unable to be obtained (e.g. due to lack of availability of my venue) or if something serious has happened to me like; I have been hospitalised, seriously ill, told not to work, a death in the family or the death of me then NO refund will be offered.

**Acts of nature/God:** Please be aware that half the fee is a deposited that is NON REFUNDABLE. If an act of nature/God happens or the hall has an issue all attempts will be made to get another date. If another date is obtained there will be NO refund offered. If the course is half way through and the class is cancelled due to an act of nature/God and a new date cannot be obtained NO refund will be offered (as half your fee is a non refundable deposited.) If an act of nature/God dose happen and the course is less than half way through a refund will be offered for the remaining classes taking off the non refundable deposited and any lessons that where run. If the classes have to be cancelled then you will be given: All the sheets for the remaining classes, a lesson plan to set up your own training for your dog and email support for the remaining weeks. You may be offered more or different things that is down to my discretion.

**Transferring to other classes;** Requests to transfer to an alternative class, workshop or date must be made in writing by email or face to face in the training class. Transfers may be made up to 7 days before the start date as long as there is space on the class you wish to transfer on to and will incur no additional fee. However, transfers are subject to availability I am not obliged to ensure suitable alternatives are available.

**1 TO 1 TRAINING AND BEHAVIOUR CONSULTATIONS**

**Honest information:** You must give me as much information as honestly as possible before coming out to a one to one consultation. If your dog dose have reactivity issues especially to people you MUST make it clear that exact nature of the issue.

**Safety:** I reserves the right to refuse to continue training if I feel at any time you, your dog, me or the public is at any risk. I do not deal with issues of reactivity when there is children at risk.

**Very server cases:** If I stop a session as I feel that the issue is of a great severity you will be given a refund and advice of to what to do next.

**Long term:** All the training done will need to be contended to see long term results there is no quick fixes in dog training.

**Size doesn't matter**: Quite often people let little dogs get away with aggressive behaviour because of their size. However size doesn’t matter a dog bite is a dog bite no matter the dogs size and you can get in as much trouble with your little dog as if your dog was large. If you do have a little dog and he has bitten you, another dog or another person just think what if that was a large dog would you tolerate it or laugh it off.

**Dog reactivity is serious:** As I have said dog aggression is a normal part or dog communication and society but should **NEVER** be ignored, brushed off or taken for granted. 77% of dog attacks on children in the USA is from the family pet or friends dog. Remember that body language is a warning, reactive is a warning, ignore these warnings and your dog may take it further. Dogs are predators and equipped with teeth, strength, speed and power to bring down pray.

**BEES KNEES DOG TRAINING COMMITMENT**

Bees Knees Dog Training aims to work with you and your dog using the least invasive methods for both of you. Our aim is to build on your relationship with your dog to create the best team.

Bees Kness Dog Training reserves the right to change the content, timing, dates, venue or instructor. We try to avoid this as much as possible, but sometimes this is unavoidable, particularly with changes in the weather meaning we have to postpone a session.

If I know in advance that the weather will not be suitable we will let you know, however, often the weather can be very changeable from hour to hour. If a booking is cancelled due to the weather, I will let everyone know who has booked in by text as soon as we can at least an hour before the start of your class, or phone call if a 1 to 1. I will then try to reschedule all the bookings to an alternative week dependant on the hall availability.

Bees Knees Dog Training will not be liable for any losses or expenses arising from amendments to the course or cancellations.

Course materials, where relevant, are usually supplied at the end of each training session. Follow up emails and course materials are supplied for your personal use and must not be copied or forwarded without permission.

**DATA PROTECTION**

The information on your booking form will only be used as a record of you and your dog, and to contact you in relation to dog training activities and will not be passed on to any third parties it is for my eyes only.

If another owner contacts me wanting your information this will not be passed on without your writing consent. (e.g. someone wanted to meet up for a walk.)