



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 have read, understood and accepted these terms and conditions. Once you book any training you've agreed to these terms and conditions.

TRAINING CLASSES

Everyone is welcome: All family members are always welcome in our classes. I will instruct you during the session if there should be only one handler up at a time. Everyone is welcome to join in the training of your dog. An adult must accompany all children under 18.

Equipment: Dogs must have on a collar, tags and a lead (harnesses are preferred but not essential.) The equipment must be in good working order and in the correct size for your dog. Your dog must be comfortable so no choke chains, slip leads, anti bark collars, prong collars or equipment that will cause any pain is allowed during the session. No flexi leads either as these limit the control you have over your dog. Halti use is case by case and I will advise you. 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.

Dress: Dog training is very active so please make sure that you wear appropriate clothing and shoes. The floor in the hall can be slippery if the wrong sort of shoes are worn. 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 for the cost of your clothing to be replaced or repaired. I recommend old comfortable clothing that is not baggy.

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 whilst 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 on 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 with 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 me before you come to any training classes and make sure you tell anyone that asks that your dog is shy and will not respond well to contact from unknown humans or dogs.

Follow instructions at all times: This is including all safety instructions. If someone says his or her dog is shy you must respect this. Please don't use the 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 your dog says no. I use reward based training therefore harsh handling will not be tolerated. I reserve the right to request any person/s to leave the premises if they are abusive or using harsh handling to any 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 your 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 poo bags with you at all times. 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 your dog does have anything that is contagious or that will affect your dog enjoying the session.

Dogs in season: Please inform me before your training session if your dog is in season. If this does happen you are welcome to rejoin on the next terms class (picked up from the week you had to leave if a place is available) or take a refund for the remaining classes. You can also attend with your dog if they are wearing something that covers the whole of the genital area. This is at your own risk. If I feel that it would be better in your dogs, and the classes best interest, I will reserve the right to request that you leave and join next term classes. This is for the safety of your dog. If you bring your dog to the class when in season and another dog responds to this I accept no responsibility.

Intact male dogs: Intact male dogs are welcome but you must not allow your dog to mount any dogs in the class, this is not tolerated and you may be asked to leave. If your dog does have an issues with humping you must make me aware and your dog will not be allowed off lead at all during the class 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 me to address it. If I feel that your dog is exhibiting any behaviour that is reactive towards any people or other dogs I reserve the right to request any person/s to leave the premises and other training options such as one-to-one training may be offered.

Stressed and fearful dogs: If anyone's dog is looking to stressed or fearful about being in a hall training environment I reserve the right to request any person/s to leave the premises and one to one training may be offered instead. Training should be fun for you and your dog at all times. On the first night it is not unusual for dogs to be a bit unsure. 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 parked. It is a permit area around the hall so please read the signs

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 reserve the right to request any person/s to leave the premises with no refund for any aggression shown.

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. (Please email me if there are any problems with using the form). A confirmation email will be sent out once I have your sign up form to confirm 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 the participant fails to attend the course and the course has already started (you stop coming) there is no refund unless I have cancelled a class, which that class will be refunded unless another date is booked at the time of cancellation.
- If an act of nature 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.

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 does have reactivity issues especially to people you **MUST** make it clear that exact nature of the issue.

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

Very severe 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 continued 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 of 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, reactivity 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 prey.

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 Knees 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.)