

## Terms & Conditions

- The priorities of Canine Gems Behaviour and Training are the welfare of the dogs using our classes and client satisfaction. We endeavour to give you and your dog the best service we can. We appreciate feedback, good or bad, from all our clients so please do not hesitate to contact us if you do not agree with any of the following terms and conditions (which apply, as appropriate, to all services we provide).
- The course will run weekly unless otherwise informed and the cost is £8 per week.
- As class sizes are small we request that owners commit to 4 weeks of classes at a time, if you know one week you are unavailable that's fine but please inform us. If you are unable to attend a class please inform us as soon as possible, we pay venue hire for each class and if a number of people are unable to make it we may need to cancel the class for that week. Also it means that if people decide to drop out of the class their place can be given to someone else.
- If you are not able to attend the class for whatever reason at least 24 hours' notice must be given otherwise the session will still be payable. There are exceptions to this but if there is a problem please get in touch ASAP to discuss this. If a lot of people cancel it may be necessary to cancel the class that particular week.
- Dogs are to be kept on a lead at all times unless told otherwise by the trainer. YOU are responsible for YOUR own dog and must keep him/her under control at all times. (Please remember not all dogs are friendly).
- Please leave at least 2 hours before feeding your dog and bringing them to class. Feeding your dog directly before class can lead to accidents, restless dogs that need the toilet or sickness if dogs get too excited.
- If your dog has an accident, it is your responsibility to clean any mess up. Please bring poop bags to all classes, cleaning equipment will be available to clean up any mess. If you consistently realise that your dog has made a mess and do not clean it up, you will be given a warning and if this continues asked to leave. (Please respect that the condition of us keeping the venue is that it is kept clean and tidy).
- If your dog has recently had an operation or been unwell they will be much better off being left at home to recover. In these or similar cases, i.e. if you have a bitch in season, please leave your dog at home. They will not be able to train properly and neither will any entire male dogs around them. Also if your dog has had an illness that can be contagious to other dogs please give them adequate time to recover so that they don't transmit this to other dogs.

- Canine Gems Behaviour and Training cannot be held responsible for any damage, loss or injury to a handler or handler's property, inc. their dog, or to that belonging to anyone accompanying them to a training session.
- Children are allowed to come to training sessions, but need to be kept under control and supervised at all times. They are not allowed to roam around the other dogs unless they have an adult with them, and they must ask the handlers permission before approaching their dog/s. If your children come along and are not controlled properly they will not be allowed to any further training sessions.
- All dogs must be fully vaccinated; vaccination certificates must be presented at your first class. (Puppies are able to attend providing their vaccination course has been completed for at least 7 days before attending their first class).
- Canine Gems Behaviour and Training objectives are:
  - To teach owners to train their dogs to be obedient and to enhance their training in a rewarding manner, that will broaden their dog's intelligence.
  - To provide information on other canine matters.
  - To strengthen the relationship between dog and owner.
  - To educate both owners and their dogs.
  - To conduct training in a fun and relaxed environment.
- Each member will receive 2 copies of the club rules, one to sign and return to and one copy to keep. All members are expected to abide by these rules.
- The club reserves the right to refuse any dog from training. If a dog is disruptive in class and there is no attempt by the handler to stop this a verbal warning will be given. If the disruptive behaviour continues the handler may be asked to leave. In this case the option of one to one training sessions will be given, if training improves the behaviour the dog may then be able to return to group training classes. It is not the aim to isolate dogs but owners must take training problems seriously.
- Aggressive dogs are required to wear a muzzle, otherwise will not be allowed to train, this is for the safety of other dogs and their handlers. The club should be informed beforehand if any dog has aggression issues.
- Please ask other handlers before feeding any other dog's treats or food. Some dogs that attend training may have food allergies or intolerances so please always check beforehand.
- No cruelty to animals will be tolerated.
- Equipment not allowed:
  - Full choke chains (Half check chains are allowed)
  - Spray collars
  - Prong/pinch collars
  - Any other aversive training methods/equipment that may cause unnecessary suffering