

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 is an eight week course and the cost of this is £80 which is payable in cash as the first session. (A £10 deposit is required to secure your place details of this will be given once the membership form is received, your place will not be booked until this is received).
- Dogs are to be kept on a lead until you are advised they can be removed for the agility training. 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 inform Canine Gems if you wish to bring your dog to agility and he/she has any current or existing medical issues or injuries. In certain cases, equipment may be modified (i.e. jumps lowered) to these conditions aren't aggravated. If you are not happy with this we can continue as normal but you must sign a disclaimer to prove the risks have been outlined.
- 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. (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 must 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.

- 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