**Terms and Conditions**

By booking and paying for your dog training class, you acknowledge that you have read, understood and fully accept our terms and conditions as detailed below:

**Bookings:**

Reservations can be made on our website but your booking is not confirmed until we send you confirmation that your payment has been received and you have secured a place. The confirmation email will also give joining details for the training course you have selected.

It is your responsibility to ensure you attend on the correct date, time and place for the classes.

**Fees and Prices:**

The full course fee must be paid at least 72 hours in advance of joining the class by bank transfer. The price is as per advertised price at the time of booking. Any advertised discounts will not be honoured unless agreed at the time of booking.

Failure to pay in a timely fashion may result in your place on the course being given to another client.

**Training Class Attendance:**

Our courses are 6 sequential weeks unless otherwise stated at the start of the course.

As we build on skills each week it is more beneficial if you can attend every week and practice between classes. We would appreciate it if you could let us know in advance if you cannot attend for any reason – illness, injury, holidays etc. Missed classes cannot usually be taken at a later date or refunded.

Puppies must have received their first vaccination. If you have any questions about vaccinations please consult your vet directly. We run our puppy classes first so that the venue is as clean as possible.

Dogs under 6 months on the start of the course will usually be accepted into our puppy classes. Dogs over 6 months of age will usually be accepted onto the follow on or older dog classes. We will usually speak to all owners before a booking is confirmed to make sure that the class is suitable for you and your dog’s needs.

Occasionally, we may find that a class environment does not suit a puppy or owner. If this happens we will discuss with you the best way to proceed. This may result in us making alternative arrangements to assist you.

We encourage older children to attend our classes but they must be supervised by an adult. We do not guarantee that every class is suitable for children so please speak to us before booking. Children should be asked not to disturb other clients and their dogs. Children may be asked to not to attend future classes if they do cause disruption.

Clients are responsible for purchasing and bringing their own equipment. An equipment list will be provided in the joining details. Although some equipment may be available to borrow this may not be suitable for every dog and would be at your own risk. We also have sometime have equipment that you can purchase during the class.

All dogs must remain on lead and kept away from contact with other dogs before and during the class unless specifically instructed otherwise. We prefer that clients do not allow their dogs to play with other dogs directly before a class starts. This is because it increases excitement levels is not ideal for learning. We make every effort to introduce supervised play with other suitable puppies in the class for short periods, but we cannot guarantee the right mix of puppies on every course for this to be done safely. Consequently, puppy play may not occur in all classes.

We have a risk assessment for classes that is available on request. We make every effort to ensure safety of both clients and their dogs during the classes. By making a booking, you are accepting that participating in an activity with puppies, children and adults may pose a risk of injury to yourself and/or your puppy, and you agree that you are attending at your own risk. We cannot be held liable for accidents or damage caused by other clients. All instances of accident or injury must be reported to the person running the class at the time they occurred.

The use of physical force and punishment-based training techniques are not approved for use at any time. Anyone who uses these methods against our advice may be asked to leave.

**Digital Materials, Video Footage and Recordings:**

All videos and handouts provided are the intellectual property of ARY Dog training and are not to be recorded, shared or reproduced in any way.

All filming is prohibited by clients. If ARY Dog Training needs to record a training class for any reason clients will be asked for permission beforehand.

If you post any photos and/or videos in the WhatsApp group then you understand that these are publicly available. If you send or post any photos and/or videos you agree that ARY Dog Training can use these materials for teaching and marketing purposes.

**Online classes**

If you are attending online training classes, it is important that you ensure your technology and internet connection are sufficient for you to be able to attend the class and view the videos successfully. If your technology fails during a class, it may be possible to catch up with you at a time agreeable to you both, but this would be subject to the tutor's availability and cannot be guaranteed. If ARY dog training’s technology fails and the class is unable to run, the class will be rescheduled to a time to suit attendees.

**Refunds and Cancellations:**

Refunds may not be given for any cancellations unless the place can be filled by another client or unless at least 7 days’ notice is given. We may be able to transfer your place to another class but this is at our discretion.

Failure to attend a course that you have booked a place on, but not yet paid for, will result in a request for full payment, which you agree to be liable for.

There will be no refund for cancellations due to lack of vaccination or no vaccination card, unless we are notified 7 days in advance of the course commencing. It is your responsibility to have your puppy vaccinated.

There will usually be no partial refunds for missed classes.