



RD DOG TRAINING

Terms and Conditions

- Upon payment being received the payee has agreed to all terms and conditions below

Health, well-being, and Welfare

- Please make sure your dogs have had all their vaccinations and that they are up to date prior classes and 1-2-1 sessions.
- We also ask for you to regularly come to training to get the best training results.
- Every dog must be healthy and fit to take part in training, if your dog has an illness or is in season, we ask you not to come to training in case it can spread to the other dogs or put them off from training.
- We also like to say that your dog is your responsibility, so make sure that they have been to the toilet before training and bring poo bags.
- Please make sure your dog has access to water and that you have poo bags and lots of food/ treats available.
- Please clean up after your dog and appropriately dispose of it or take it home with you.
- Please keep your dog on a lead unless instructed otherwise.
- Since we only use positive/ game-based training methods any choke chains, prong collars, slip leads and shock collars are prohibited.
- Harsh behaviour towards any dogs will not be tolerated.
- If a dog is clearly in pain or is in season, they will not be allowed to attend training.
- RD Dog Training reserve the right to refuse training if the behaviour of the client is not acceptable.
- If a client's behaviour is unacceptable, they will be refused training.
- RD Dog Training may find it necessary to change a dog's class or 1-2-1 structure if the dog is not coping with the environment.



Safety

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- All dogs must remain on lead and kept away from contact with other dogs unless instructed otherwise.
- Flexi/ Extendable Leads are not allowed to be brought for training as they can cause injuries.
- Please make sure an adult is accompanying any children brought to any sessions.
- Children under the age of 7 are not allowed to participate in training.
- RD Dog Training takes no responsibility for any children.
- By agreeing to these terms and conditions you accept that RD Dog Training is not liable for any accidents or injuries sustained whilst on-site at the venue or during 1-2-1 sessions to either handler(s) or dog(s).
- By agreeing to these terms and conditions you accept RD Dog Training is not liable for any damage to handler(s) or spectator(s) vehicles and property whilst on-site at the venue or 1-2-1 sessions.

Payments, Refunds, and Cancellations

- Payment must be made to confirm your booking.
- If you need to cancel training, please contact RD Dog Training with a written notice. Any missed lessons, classes, 1-2-1s will be charged in full unless cancelled by RD Dog Training.
- Payment needs to be made 48 hours after you have received your invoice, if payment is not made, the booking will be invalid.
- All payments must be made by Bank transfer.
- No refunds will be given for any missed sessions, lessons or 1-2-1s.
- 1-2-1 Sessions will not be refunded but can be rearranged at the sole digression of RD Dog Training.



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- The 1-2-1 puppy life skills course of 5 sessions must be completed within a 3-month period, any unused sessions will be forfeited, and in certain circumstances, RD Dog Training reserves the right to re-arrange.
- The 1-2-1 life skills stage 2 course of 4 sessions must be completed within a 3-month period, any unused sessions will be forfeited, and in certain circumstances, RD Dog Training reserves the right to re-arrange.
- Training and Behaviour 1-2-1 Sessions, must be completed within a 5 months period, any sessions not used within that period will be forfeited, and in certain circumstances, RD Dog Training reserves the right to re-arrange.
- For distances over 25 miles, there will be a travel charge of £1 per mile.
- Once payment has been made, it is non-refundable.

Privacy Policy

- Any data collected will be for insurance policies and for me to get in touch with you.
- Any data will not be shared and be kept confidential.
- Clients may request to see the data stored, and request for it to be deleted or not to be used for certain purposes.
- Photos and videos may be taken if the client agrees to be posted on RD Dog Training's social media pages.
- By agreeing to these terms and conditions, you agree to me being able to email you with training information.

COVID – 19

- If you are showing any symptoms of COVID-19 please DO NOT attend the session, YOU MUST contact RD Dog Training.