

Terms and Conditions – One to One Training

We require all clients to complete our registration form in order to process bookings. Your signature on the registration form implies full agreement with these Terms and Conditions.

When you book a session we will give you written confirmation of booking via email.

Training and Handling Methods

The training techniques used by Cumbria Canine Services are based on the principles of positive reinforcement and, as such, are kind, fair and reward-based. Harsh handling of dogs, physical force and the use of punitive methods/punishment/corrections or equipment designed to be aversive (including choke chains, check chains, prong collars, spray collars, e-collars or any other device deemed unacceptable by the trainer) are not permitted in training sessions and should not be used in training your dog.

Code of Practise

Cumbria Canine Services are signatories of the Code of Practise of the Registration Council for Dog training and Behaviour Practitioners. You can find the Code here: <http://www.reg-council-dtbp.uk/02%20CAWC%20Code%20of%20Practice.pdf>

Payment, Refunds and Cancellations

One to One sessions must be paid for on the day of the session before the session commences. Whilst we understand that cancellations are sometimes necessary, and we endeavour to be as flexible as possible, we do require a 48 hour notice period. Cancellations within 48 hours will be charged at the full session rate.

Safety

Any instance of accident or injury must be reported to the trainer at the time they occurred. All dogs must be kept safe and it is the responsibility of the owner to ensure the safety of others (other animals and people) with regard to your dogs behaviour at all times. Flexi leads are not permitted in training sessions to avoid injury. For home visits, please discuss with your trainer on the best way to introduce your dog to the trainer – this may mean your dog being in another room when the trainer first arrives.

Children

Children are very welcome to attend training sessions, with appropriate adult supervision. We accept no responsibility for children at training sessions and it is the responsibility of the supervising adult to ensure the children's safety at all times. Young people under 16 must be accompanied by an adult.

Health and Vaccination

All dogs and puppies should be suitably protected from the potential risk of disease, as well as being appropriately treated for internal and external parasites. Cumbria Canine Services advises that owners should consult their vet professional. It is the owners responsibility to ensure that their dog is protected against the risk of disease, and if an owner chooses not to vaccinate (for example

because they are choosing titre testing or using homeopathic nosodes) this is the choice of the owner, and made at their own risk.

Please advise us in advance if your dog appears to be unwell (e.g. vomiting, diarrhoea, coughing, runny nose etc). If your dog is unwell, the session will need to be re-arranged. If your dog has known allergies or intolerances to certain foods, please bring this to our attention prior to the start of the session and provide appropriate alternative treats.

Marketing/Privacy and Intellectual Property Rights

All written, photographic and video material, website and logo are the sole property of Cumbria Canine Services and are not to be distributed without prior, written permission. In accessing our materials, including our website, you agree that you are using them for your personal non-commercial use.

Cumbria Canine Services may occasionally take photos and videos during training sessions. These may be used by Cumbria Canine Services for the purpose of marketing on social media, or on our website. If you do not wish photographs/videos to be used please let us know. Any feedback may be used for marketing purposes. Photography and videography of the sessions by clients is not permitted, without the express permission of Cumbria Canine Services.

Disclaimer

We make every effort to ensure the safety of both clients and dogs during one to one sessions. By booking with us you are accepting that when participating in an activity with dogs, children and adults, this can pose a risk of injury to yourself and your dog, and you agree to indemnify Cumbria Canine Services for all personal injury and damage to property while attending training sessions.

Cumbria Canine Services cannot take responsibility for misinterpretation of advice. Many external factors influence behaviours and we cannot guarantee our training advice will be successful without controlling all of these factors.

Treatment for aggression is not a guarantee of success and modifying behaviour does not ensure the aggression will be successfully controlled. Safety precautions will be advised and may include: limited access to people/animals, being kept on lead, wearing a muzzle and use of gates around the home.

We strongly recommend that dog owners have pet insurance including third party liability cover.

Confidentiality

All client details are kept in confidence and not passed onto a third party for promotional use. Email addresses are used to inform clients of services and activities as well as current bookings and notes.