

Puppy/Beginner Class Terms and Conditions

1. Bookings

- When time allows before the first class we will send you confirmation of your booking. This will confirm payment, start date and location of your course.
- Booking confirms your attendance for the seven week course. Please let us know as soon as possible if you are unable to attend.

2. Fees and Prices

- We ask for a £20 deposit at the time of booking and the remainder (£50) to be paid at the end of your first session.

3. Training Class Attendance

- Our courses consist of 7 weekly classes, for optimum results we hope you will attend all the classes and complete the course.
- To make the most of the course we recommend short daily training sessions at home to practise in between classes.
- Puppies must be vaccinated, and we ask that you follow your vets advice as to when to do this.
- Although we make every effort to allow your puppy to play with other suitable puppies in the class for short periods, 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 make every effort to ensure safety of both clients and puppies during the classes. By making a booking, you are accepting that participating in an activity with puppies, children and adults poses a risk of injury to yourself and your puppy, and you agree to indemnify Cumbria Canine Services for all personal injury and damage to property owned by you while attending the training classes. You also agree to make any person who accompanies you to the class aware that they are also there at their own risk.

4. Training Class / Premises Rules

- All puppies must remain on lead and kept away from contact with other puppies within the premises unless specifically instructed by the tutor.
- All instances of accident or injury must be reported to the tutor at the time they occurred.
- Well-fitted harnesses or a flat collar should be worn. These may need to be removed during puppy play
- Flexi leads are not permitted in class to avoid injury to others.
- Head collars are not permitted in class to avoid injury to the puppy's neck and to avoid distraction during training.

- The following items are NOT PERMITTED in Cumbria Canine Services classes under any circumstances: choker chains and/or check chains of any description; electronic training collars including citronella; any other device that causes discomfort, pain or fear to the puppy; prong or pinch collars; any equipment that the trainer deems unacceptable.
- The use of physical force and punishment-based training techniques are not permitted in Cumbria Canine Services classes.

5. Refunds and Cancellations

- We operate our classes using a very low tutor: puppy ratio, 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.
- Failure to notify us of a cancellation within this time frame will result in no refund.
- 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 partial refunds for missed classes.
- All other cancellation and refund requests are at the discretion of the Puppy School tutor and dependent on individual circumstances.