

General

- Caz and Co. Dog Training reserve the right to update these Terms and Conditions at any time with immediate effect.
- Caz and Co. Dog training can hold your personal contact details securely in compliance with GDPR guidelines.
- You will bring your dog to training sessions on a flat collar or body harness and fixed lead.
- Caz and Co Dog Training can contact your referring veterinarian and discuss your case with your vet unless you specifically request otherwise
- During training we may take photographs or videos of dogs learning and family members may be captured in these photos. These are to be used in both educational and promotional materials. By agreeing to our terms and conditions you give consent for Caz and Co. Dog Training to use these materials as stated above including on social media and on our website.
- We will not use photos with children in unless agreed with their parents/guardians.
- If you have any complaints about the service provided by Caz, you will discuss these with them and any concerns about their professional conduct or methods used within the training sessions may be taken up with their accrediting body (PACT).

Classes

- All dogs attending classes must have shown proof of vaccination.
- Any dog faeces passed at the venue where classes are held is the responsibility of their guardian to pick up and take home with them.
- Dogs may never be left alone in cars at the venue where classes are held
- We do not facilitate a second dog attending with you for group classes. Two spaces on a course may be booked and dogs handled by separate people, but it is not appropriate to bring two dogs with you and only work with one of them.
- At all times dogs should be kept on lead and away from contact with other people and dogs whilst at the training venue unless explicitly told otherwise. If your dog or another dog is reacting (barking, pulling on the lead or trying to move away) then please increase the distance between yourself and the other dog.
- Our group dog training classes consist of six set sessions, and we encourage attendance at all classes in the course.
- We understand that personal commitments or illness may prevent attendance at a particular session. In such cases, you will receive notes for the missed week, but no partial refund will be issued.

- If feasible, we may offer the option for you to attend (without your dog) on a missed week of another course, allowing you to understand the exercises.
- Bitches actively in heat (bleeding), sick or injured dogs are not allowed to attend. If you are unsure if your dog should attend please talk to your vet and/or us.
- Your dog may unfortunately miss classes due to this. You can still attend without your dog to maintain continuity of training. Replacement classes cannot be offered unfortunately as classes are limited to a maximum number of dogs per class
- Classes are for dogs wishing to progress in general training. You must not knowingly book a dog who is reactive to dogs or people onto group training. If you have any questions over class suitability for your dog please talk to us. We can advise or do an assessment prior to class.
- Children are welcome but remain the responsibility of the accompanying adult.
- If a child's behaviour disrupts the class or poses difficulties for any of the dogs, we may request their removal. Thus, we recommend at least two adults attend if bringing young children.

Dog Walking

- You will provide Caz and Co. Dog Training with an up-to-date copy of your dog(s) vaccination record annually.
- Your dog(s) will always wear a suitable collar with an identity tag and has been microchipped.
- You agree to check your dog(s) regularly for ticks and fleas and to inform Caz and Co. Dog Training if you find any on your dog(s). In the event of any fleas being present, you understand your dog(s) will not be able to attend group walks until they are flea free.
- Your dog(s) has not been suffering from any infectious or contagious diseases/illnesses or been exposed to such a disease/illness during the 21 days prior to attending a group walk with Caz and Co. Dog Training
- Your dog(s) is able to be let off the lead on walks, unless the owner has requested otherwise.
- If dogs require towelling off or hosing after walks, towels must be provided and left at the point of entry to the house.
- You must ensure access is available to where animal/s are kept, at the times/dates agreed. Charges will still apply if access to the property cannot be gained
- Caz and Co. Dog Training reserves the right to apply personal judgement and cut short a walk due to extreme weather conditions (ie, heat, thunder storms, blizzard, etc) for the safety of both the dogs and the walker

- Your dog(s) is fit and healthy and is capable of play and exercise with other dogs unless I have made you aware
- Bitches actively in heat (bleeding), sick or injured dogs should not attend a walk. If you are unsure if your dog should attend please talk to your vet and/or us.
- All dogs must pass a general behaviour assessment before they are accepted for group dog walks. No dog may be walked that shows any signs of any type of aggression. You confirm your dog(s) is friendly to other dogs and humans and shows no aggression unless you have made us fully aware of it.
- You have appropriate insurance to cover your dog(s) personal injury in the unlikely event of an incident. Alternatively, you agree to cover any costs relating to accidents that may occur which result in injury to your dog. You understand your dog(s) may sustain accidental injuries and agree to cover any veterinary fees pertaining to your dog. Caz and Co. Dog Training will not accept responsibility for the death, injury or illness of your dog whilst in our care.
- We will contact you immediately should your dog become ill. If you cannot be contacted, we will contact the emergency contact you provided on your booking form. If we are still unable to reach anyone who can make a decision regarding your dog's care, we reserve the right to seek appropriate and swift veterinary attention and proceed with treatment regardless of costs, which you agree to cover.

Booking

- Full payment to be made in advance for all services.
- We will give you written confirmation of booking via email if you provide us with one. Including start time and dates of each class if you sign up to a course.

Cancellation

- If you wish to cancel your place on a course before it starts, one week's notification is required for a refund. Once the course has begun no refund is available, as your place can no longer be filled.
- If you need to cancel a private session or dog walk we can rearrange this to a suitable time given one weeks' notice. Less than a weeks' notice to delay a session and you may still be charged for the appointment. Caz and Co. Dog Training may consider true emergencies on an individual basis and reschedule without charge.
- We reserve the right to cancel training sessions or walks at our discretion. It is infrequent but if Caz and Co. Dog Training need to reschedule a session, such as in an emergency or due to adverse weather conditions including extreme heat, you will be offered a replacement date.

- Caz and Co. Dog Training may, by written notice, terminate any agreement at its discretion:
 - If the client fails to pay in advance
 - If the client breaches any of the terms and conditions
 - If the client's use is in anyway harmful to Caz and Co. Dog Training or its reputation

Disclaimer

- We will not 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 other factors.
- Whilst every care is taken, Caz and Co. Dog Training cannot be held responsible for any loss, damage or injury to persons, property or dogs during training sessions.
- We strongly recommend all dog guardians have pet insurance

Training methodology

Only force-free, science based methods will be used during training.

No aversive training methods will be allowed including, but not limited to, the use of;

- choke chains
- half chokes
- electric collars
- spray collars
- slip leads
- tightening harnesses
- head collars
- prong collars
- pet correctors.

Therefore, any other method which causes pain or fear, or any item the trainer deems inappropriate are not allowed. If you do not comply, we reserve the right to stop training without refund.

We also strongly recommend you do not use these methods when not training with us.