**Luke’s Dog School - Terms and conditions**

Read through this document and sign at the bottom, please note that writing your name via the computer will be taken as a signature.

Please note, payment for services also implies agreement with these terms and conditions.

**Training methods**

Here at Luke’s Dog School we concentrate on using the most up-to-date, scientifically proved, positive, reward based dog training methods. Therefore we don’t permit the use of any harsh handling, methods or equipment designed to be aversive. Anyone seen to be training their dogs in this way or using such items (like choke/half choke chains, prong/spray/electric collars or anything else seemed unacceptable by the trainer) will not be permitted in class or in training sessions. Luke’s Dog School adheres to the Institute of Modern Dog Trainers code of conduct.

**Payment**

**For Classes:**
All payment needs to be settled within 48 hours of booking a place. The payment is non-refundable. If the customer cannot make the training session they may be allowed to transfer to another class at the sole discretion of Luke’s Dog School.

**For One-On-Ones:**No booking is confirmed until payment is made and we ask you settle the payment within 48 hours of booking your session. One-on-one sessions can be re-arranged or re-funded with at least 48 hours notice. If the notice is less than 48 hours re-funding or re-arranging is at the sole discretion of Luke’s Dog School.

**Extra notes about Dog Classes:**

**Dog suitability:**
Some dogs will not be suited to the class environment and would be better off being trained on their own in a one-on-one session. This could be that they are reactive to other dogs, over-aroused, fearful, have anxiety, etc. If a dog is deemed by the trainer to be unsuitable in a class then the owner will be asked to remove the dog for that session; and potentially the rest of the course. This is for the dog’s safety and for others attending the class. Please discuss any concerns or questions you have about your dog attending a group class before booking, refunds will not be given.

**Children:**
We are child friendly and welcome them to attend our training sessions. However, we ask any children under the age of 16 are accompanied by an adult. We reserve the right to ask for disruptive children to not be brought to future classes; and potentially to leave the class if it is affecting the other owners and dogs. No child must approach other dogs without the owner’s permission and with supervision. We accept no responsibility for children at classes and it is the responsibility of the supervising adult to ensure the children’s safety at all times.

**Safety**
If any injuries or accidents happen they must be reported to the trainer at the time they occurred. Any mess left by dogs must be cleaned up straight away and disposed of in the proper way; the trainer will help sanitise if needed. All dogs must be kept on leads at all times and be a safe distance away from other dogs unless specifically instructed by the trainer. Flexi/extendable leads are not permitted in class in order to avoid injury.

**Health & Vaccination**
All dogs attending any training session/class with Luke’s Dog School should be suitably protected from the potential diseases and treated for external and internal parasites. Please consult your vet with regards to such issues. Where classes and sessions are held there may have been other dogs using that area and so there is never a guarantee of no risk to disease. Also, equipment like toys may have been in contact with other dogs. It is the owner/handler’s responsibility to ensure that their dog is appropriately protected against risk of disease. If an owner chooses not to fully vaccinate their dog this is entirely their choice and accept all risks.

No dogs are to brought to classes if they have been in recent contact with another dog infected by a contagious disease or if they appear unwell. We also ask any bitches in season to not be brought to class. If your dog is unwell and cannot attend a class the owner is more than welcome to participate without their dog. By agreeing to these terms and conditions you are accepting full responsibility for the protection of your dog from the risk of disease.

**Data Protection**
Luke’s Dog School will collect information from you for registration and training purposes and be in accordance with the Data Protection Act 1998. None of this information is ever passed on to a third party. By booking onto a class or training sessions you will be added to our mailing list and can unsubscribe at any time by emailing woof@lukesdogschool.co.uk with the subject title “UNSUBSCRIBE”. We will also take photos during classes/sessions and use feedback for marketing purposes (website, Facebook, etc), only first names will be used; please let Luke’s Dog School know if you do not photos or feedback used in this way.

**Disclaimer**
Owner agrees to indemnify and hold Luke’s Dog School harmless from all liability for any loss, damage or injury to persons, animals or property arising from or related to owner’s pet. Owner agrees that Luke’s Dog School shall not be liable for loss or damage to animal for any reason unless said loss or damage was a direct result of Luke’s Dog School negligence. You also agree to make any person who accompanies you to a session(s), or takes your place, aware that they are also there at their own risk.

**I agree to the terms and conditions above.**

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 **Name (block capitals)** **Signature**  **Date**