 **Terms and conditions Dovemoor Gundogs**

**Important information and terms and conditions**

 These T&Cs are for the interest of safety, responsibility and welfare for our clients. We reserve the right to change these terms and conditions at any time. Any changes will take immediate effect and it is the responsibility of our clients to read these.

**1. Training Classes and 1-2-1 Training**

**Bookings:**

Payment is required in full before attendance to a class. To ensure you are guaranteed a place on a course, it is advisable to pay by BACS, details of which will be provided by Admin with a booking form. By completing a booking form, you have acknowledged that you are aware of our terms and conditions. Confirmation of your booking will be forwarded. It is the client’s responsibility to ensure they arrive at the right venue and at the correct time. Dovemoor Gundog reserve the right of attendance for all courses and training services.

We cannot guarantee a place on a course unless prior payment has been made via a bank transfer or cash. We are no longer able to take cheques as payment. If you request a place on a course without payment, there is no assurance a space will be available on commencement of the course. We will endeavour to contact you when places are limited.

**Classes:**

We limit the number of dogs in our classes to provide the appropriate trainer to dog ratio. Booking in advance guarantees a place on our courses.

You must not knowingly book a dog that shows aggression or nervousness onto a training course, unless it is specific course that is intended to address these issues. We reserve the right to excuse dogs that are aggressive in class unless we have assessed your dog for a re-socialisation class. If you do not advise us of potential problems and your dog shows excessive aggression in class, you will not be entitled to a refund. Contact us if you are not sure whether a class is suitable for your dog. If you are unsure about the suitability of your dog in class and have not asked us to assess your dog before your attendance, you will not be refunded if your dog is unsuitable for the class you have booked. If we have agreed to your dog attending but the dog is not suited to the class environment, we will offer you alternative arrangements, such as working with you on a one-to-one basis.

We are unable to refund course fees once the course has commenced and partial refunds for missed classes are not given. Please notify us beforehand if you will miss a class. Unfortunately, we are unable to provide make up sessions however we will endeavour to ensure you are able to catch up at your next attendance.

Puppies must complete the Puppy Life Skills Classes by the age of 24 weeks. Non-attendance to classes after 24 weeks is taken as the Puppy Life Skills Classes as being delivered.

**Considerations:**

When arriving at class please avoid meeting the other dogs on lead. Not all dogs like to be near other dogs when restrained on lead and may react as a consequence. Do not crowd doorways and allow plenty of room for a dog to enter and exit the class. On arrival enter the area when requested and take a seat. Do not allow dogs to play together outside the venue before a class, as this can cause excitement and a lack of attention during the session.

A toilet break before each class will ensure your puppy is empty and comfortable. Please be a responsible dog owner and always clean up after your dog. Take home all used poo bags and do not leave these on the premises or outside in the car park.

For livelier, excitable dogs it can be beneficial to exercise your dog before class with a game or a short walk. Do not over-exercise your dog before a class otherwise they will be too weary.

Please consider others in class and switch off your mobile phone. We ask that you do hold conversations on your phone during a class. Photography or video recording is not permitted in class. We may occasionally record for promotional purposes, however please alert us if you do not wish to appear.

**What to wear:**

Our training involves practical handling in various locations inside and outdoors therefore appropriate shoes and clothing is recommended. Please wear comfortable flat shoes for safety reasons, as you will be moving about. You will be required during training to get down on the ground therefore suitable attire is recommended. Waterproofs maybe required at times, please ensure dogs have a drying coat post lesson, if the weather is particularly wet or cold.

**Welfare and safety:**

Please keep to areas of the building/ venue designated only for our training purposes. All dogs must be kept under the owner’s control and on a lead, except where specifically instructed by our instructors. You are responsible for the conduct of your dog at all times. Dogs in class must not lunge or bark at other dogs present.

We provide a safe and secure environment as practicably reasonable and endeavour to apply good practices with all our training services. We endeavour to run all classes in as safe and professional manner as possible. Dovemoor Gundogs also takes all reasonable precautions when providing behavioural services to minimise the risk of injury from being bitten. However remote, dog training is not without risk therefore participation in training and behaviour services is at the owner’s risk. Dovemoor Gundogs or any of its individual assistants, or helpers, will not accept responsibility for any loss, injury or damage to any persons, or dogs attending a course, or to their property howsoever caused during the provision of dog training activities.

All training provided will be by instructors who have been trained to level 3 and beyond. And have been deemed by Dovemoor Gundogs to have the necessary experience and skills.

Use of information or advice given in connection with the above sessions including but not limited to any liability for errors, inaccuracies, omissions or misleading or defamatory statements.

Owners are advised to have appropriate pet insurance cover that includes third party liability insurance. Dovemoor Gundogs has public liability and relevant business insurance to run classes and provide behavioural counselling, providing adequate cover for our business liabilities.

Dovemoor Gundogs will not take responsibility for misinterpretation of advice. Whilst we hope you find the information and guidance given interesting and informative, the contents are for general information only. We believe the contents to be true and accurate as at the date of the session but can give no assurances or warranty regarding the accuracy, currency or applicability of any of the contents in relation to specific situations and particular circumstances. As such, the contents should not be relied upon and professional advice should be taken in specific cases. In addition, none of the content of the session will form any part of any contract between us or constitutes an offer by us. Specific disclaimers may apply in addition to certain content or parts of the session.

**Children in class:**

We encourage family members to attend classes. Children are welcome and when encouraged to participate often make competent handlers. Children under 16 years of age must be accompanied by an adult. Children are encouraged to behave appropriately in the presence of unfamiliar dogs and are requested not to run in class, or distract other dogs from working. For safety reasons it is advisable all children are educated in how to approach an unfamiliar dog. We do provide instruction in how to interact with an unfamiliar dog.

Young children may not find training classes exciting. It can be challenging to supervise young children while training a dog. Very young children can become bored and may need another adult to supervise them. If you provide your children with entertainment during a class, please ensure it is quiet and will not distract the class.

**Cancellations:**

Cancellations for a course that has been paid for requires at least 48 hours notice. Course fees will not be refunded within 48 hours notice of the course starting. We are unable to refund course fees once the course has commenced. Any refund will incur a £20.00 administration fee. No refunds are given for non-attendance to a course.

The Landlord of the venues may at short notice cancel our use of the space. Should this occur you will be notified by email as soon as possible. Insufficient numbers booked onto a course may result in the course being postponed or cancelled. In this instance you will be notified of future course dates or offered private tuition. If this is not acceptable a full refund will be given.

Requests for a refund and any cancellations, including for one-to-ones are made at the discretion of Dovemoor Gundogs and any decision is made on a case-by-case basis.

**Start times:**

Please arrive in time for each class as latecomers can be disruptive to the other dogs in class. Dogs arriving late can experience stress if barked at by the other dogs. If you are late and we are working dogs off lead, for safety reasons the doors will be locked. Please wait for a convenient moment and we will open the door for you.

**Our methods:**

Technical dog training is becoming a thing of the past but we believe training this way ensures we are communicating with the dogs on their level. We use many forms of positive reinforcement and may at times be called upon to use other parts of the four quadrants that are the backbone of training. I do not use electronic training devices but am happy to recommend a trainer that is experienced in this form of training should I feel it needs to be part of a dogs’ rehabilitation. These are not for your average pet dog and are used as a last resort.

I do not condone smacking, hitting or kicking dogs in my classes.

**Dogs unfit for class:**

Welfare and safety of all dogs is paramount to us. Dogs in an unfit state of health due to illness, disease or injury cannot be brought to class. Do not bring your dog to class if they have been in contact with an infectious disease, such as kennel cough or conjunctivitis. If you unsure as to whether your dog is well enough to attend, please refer to your Vet. If your dog is unable to attend you are encouraged to attend the class without your dog so you can maintain continuity of training.

Dogs should be adequately protected by vaccination as advised by your vet and verification may be requested. Puppies can attend our classes from one week after their first vaccination has been administered by a Vet. For all puppies’ wellbeing verification of vaccination status must be provided. Failure to provide confirmation will result in puppies not being able to participate in a class. Puppies not having completed their vaccination programme must not walk on the ground outside of the venue and are to be carried into and out of the hall to and from vehicles.

Bitches in season are not permitted to attend a class. Please notify us if you consider your bitch may come into season during a course. Refunds are not given though we may offer alternative arrangements, such as deferring to another course.

**1-2-1 Training sessions:**

The training session will take place at your home or at a suitable, agreed location, depending on the nature of the training. Practical aspects of the programme are included and will be demonstrated to you.

Fees must be paid at least 24 hours prior to the training session. If booking a 'package' of sessions, the total fee must be paid prior to the first appointment and all sessions in a pre-paid package must be taken within 6 months of that date. Any parking expenditure or congestion charge, if applicable, will be in addition. There is a surcharge of £15.00 for appointments scheduled for after 5.00 pm on weekdays. If you need to cancel your appointment please inform me, allowing 48 hours notice. Cancelled appointments with less than the notice period will incur a cancellation charge of £30.00.

**2. Behavioural consultations**

 **About your consultation**

Behaviour consultations are conducted by Rebecca Doveston of Dovemoor Gundogs. Occasionally I will have someone accompany me on home visit however you will be asked to approve this beforehand. (Due to COVID-19 restrictions in home consultations will require you to fill out a fit to visit form in addition to the others below. This must be filled in 48 hours prior to the arranged visit and will be sent via message.)

**Before:**

A behavioural consultation helps to identify the underlying motivation for any unwanted behaviour. A programme will be devised for your needs based on my behavioural diagnosis and specific to your requirements to help you manage and modify this behaviour. Behavioural issues are often complex having taken time to develop. Therefore before proceeding it is necessary that any potential underlying medical condition or potential cause of pain that could be contributing to your pet’s behaviour is ruled out. Prior to your appointment you will be required to complete and forward the following:

[Vet Referral Form:](https://form.jotform.com/202773195265359) To comply with the guidelines of the professional organisations to which I belong and to rule out any potential underlying medical causes, you are requested to fill in the attached form.

[Pre-Visit Questionnaire](https://form.jotform.com/202773209409355): This helps build a case history and you should complete this as fully and as honestly as possible, citing examples where necessary.

Video footage: You may be asked to provide video footage of your pet’s behaviour on a day-to-day basis as this can aid the consultation process, as it is possible your pet will not perform certain behaviours during my visit. It is not necessary to provoke your pet into performing the problem behaviour, as I do not need to see the full extent of the behaviour to treat it.

It is important that the above are completed and returned to me prior to the consultation. Failure to do so may delay the consultation or incur additional costs due to postponement of the appointment. If you schedule an appointment but do not return all of the requisites for a consultation at three days prior to your appointment, I reserve the right to cancel your appointment.

**During:**

The consultation will take place at your home however I may ask to accompany you on a walk. Practical aspects of the programme are included and will be demonstrated to you. Please allow up to 2-3 hours for the consultation, depending on the option.

Fees must be paid at least 24 hours prior to the consultation and include all pre-visit correspondence and contact, the initial consultation and an assessment. Any parking expenditure or congestion charge, if applicable, will be in addition. There is no travel charge for journeys within 12 miles of Addingham, outside this radius there will be an additional charge of 45p per mile including return travel.

There is a surcharge of £35.00 for appointments scheduled for after 5.00 pm on weekdays or on weekends. If you need to cancel your appointment please inform me, allowing 48 hours notice. Cancelled appointments with less than the notice period will incur a cancellation charge of £30.00. Any refund will incur a £20.00 administration fee.

**After:**

You will receive a specifically devised modification programme included within a report explaining what is maintaining the behaviour and how to change it. This will be forwarded to you within 7-10 days along with any help sheets that you may require. Aftercare support is provided for 8 weeks regarding the specific problem either by telephone or email. You are encouraged to liaise with me after the visit for ongoing support.

It may be necessary for the more complex issues, such as aggression, multiple behaviour problems or for where there are multi-dog households, that follow-up visits are required. Any follow-up visits, should they be required, will be charged accordingly and you will be advised in advance to the cost.

**Disclaimer:**

Animal aggression can cause injury, including fatal injury, to other animals and people. Treatment for aggression is not a guarantee of success and modifying behaviour does not assure that the aggression will be successfully controlled. It is the responsibility of the owner to ensure that their pet does not harm in the future. Precautions may involve, but are not limited to, keeping a dog on lead, the use of muzzle, informing others of the dog’s aggressive tendencies, not mixing with certain types of people or other dogs, or confinement behind fencing and doors. Owners remain responsible for their dogs at all times and are advised they have adequate pet or household insurance cover for liability in the unlikely event of damage or injury caused by their dog to property or to a third party. It is strongly recommended that your dog is insured for third party liability with or without vet cover.

**Refunds**:

Refunds for home visits cannot be given unless the animal has been re-homed or no longer in the owner's possession.

**3. Website**

Intellectual property rights:

Dovemoor Gundogs website and its content, including without limitation the design, text, graphics and all software and source codes connected with the website and its services, are protected by copyright and other intellectual property rights and legislation. In accessing the Website you agree that you will access the contents solely for your personal, non-commercial use. None of the content may be downloaded, copied, reproduced, transmitted or distributed without the prior written consent of the copyright holder. For downloadable handouts and factsheets, permission is granted for one copy to be printed per owner for personal use. Handouts and factsheets cannot be altered, modified or reworded for further distribution. Photographs, video or any graphics cannot be used without the accompanying text or without obtaining the permission of the copyright holder. Material from this website is for personal use only and is not to be redistributed. To our knowledge the books, DVDs, training devices or equipment sold or promoted via this website are to promote only kind, fair and effective methods. We do not intend to endorse any material that advocates the use of punishment or harsh methods. Opinions and advice given through this website via these materials may not reflect those of Dovemoor Gundogs.

**External links:**

Any external link via this website is provided for convenience. Use of links or their content is at your own risk. I am happy to link to other websites however please contact us first before linking to this website.

**Confidentiality:**

Is taken very seriously at Dovemoor Gundogs.

**Privacy Notice**

(why we collect your personal data and what we do with it)

When you supply your personal details to us they are stored and processed for 2 reasons:

1. We need to collect personal information in order to provide our services safely and effectively and as such have a a ‘Legitimate Interest’.

2. Provided we have your consent, on occasion we may email you news, updates from us, announcements about and offers for our training courses. You may withdraw this consent at any time by emailing us.

We have a legal obligation to retain our records about you for 7 years after your most recent appointment. After this period you can ask us to delete our records about you. Otherwise, we may retain our records about you indefinitely in order that we can provide the best possible service should you contact us again in the future.

Your records are stored on paper at our premises (which are always locked when unoccupied) and on our email systems (which is hosted by a third party and secured by password) and Dropbox (this provider statement regarding compliance with GDPR is [here](https://blog.dropbox.com/topics/product-tips/gdpr-privacy-data-protection-whitepaper).)

We will never share your data with anyone who does not need access without your written consent. Only the following people will have routine access to your data:

• Rebecca Doveston

• Our administrative support team and accountants.

We will never pass your details on to other parties.

You have the right to see what personal data of yours we hold, and you can ask us to correct any factual errors. Provided the legal minimum period has elapsed, you can also ask us to erase your records by emailing us.