



## Luke's Dog School - Terms and conditions

Payment for services denotes acceptance of these terms and conditions.

### Training methods

Here at Luke's Dog School we concentrate on using the most up-to-date, scientifically proven, 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 classes or in training sessions. Luke's Dog School adheres to the Institute of Modern Dog Trainers (IMDT) and the Association of Pet Dog Trainers (APDT) codes of conduct (this can be provided on request).

### Payment

For classes:

- All payment needs to be settled at time of booking a place.
- Places in classes cannot be held if payment is not made.
- Payment for all classes is non-refundable and non-transferable.
- Classes will go ahead in all weathers, however, if Luke's Dog School perceives the weather conditions to be dangerous for training then the class will revert to online.
- If you cannot attend one of the classes another member of the household can bring the dog.
- If the dog is unwell or is in heat then we ask you not bring your dog into the class, but you are still welcome to attend and learn.

For one-on-one sessions (both in-person and online):

- All payments for sessions must be settled at time of booking.
- No booking is confirmed until payment is made.
- All one-on-one sessions are non-refundable, including packages.
- One-on-one sessions can be rearranged with at least 48 hours notice (working days only, this does not include weekends, so 48 hours notice for a session on Monday would be Thursday).
- If the notice is less than 48 hours, rearranging is at the sole discretion of Luke's Dog School, but it may not be possible and therefore the session will be counted.
- Each session can only be rearranged a maximum of one time, it is then fixed at the agreed date and cannot be changed again.
- There is a time limit on sessions (including packages) booked. They must be used within six months of the first session starting. Any sessions not used within this time frame will expire.



Luke's Dog School reserves the right to rearrange training sessions where needed due to trainer illness, adverse weather conditions or other unforeseen circumstances. We will mutually agree with the client alternate dates and times for canceled sessions.

### 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 because they are reactive to other dogs, over-aroused, fearful, or have anxiety, etc. If a dog is deemed by the trainer to be unsuitable in a class then the client will be asked to remove the dog for that session; and potentially the rest of the course. This is in the best interest of all participants and all dogs. However, the human is free to attend the rest of the classes without their dog. 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 children to attend our training sessions. However, we require that any child under the age of 18 is 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 clients and their dogs. No child (or adult) may approach other dogs without the trainers and client's permission and with supervision at all times. 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 occur. Any mess left by dogs must be cleaned up straight away and disposed of in the proper way; the trainer will help sanitise the area. 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 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 there being no risk of disease. Equipment including toys may have been in contact with other dogs. It is the client / handler's responsibility to ensure that their dog is appropriately protected against risk of disease. If a client chooses not to fully vaccinate their dog, this is entirely their choice, however the client must take responsibility for the risk this brings. You must not bring your dog 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, you are more than welcome to participate without your 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 any of our services you will be added to our mailing list and can unsubscribe at any time by emailing [woof@lukesdogschool.co.uk](mailto:woof@lukesdogschool.co.uk) with the subject title "UNSUBSCRIBE". We will also take photos / videos during classes / sessions and use this together with feedback we collect for marketing purposes (website, Facebook, etc). With permission, only the client's first name or initial will be used alongside the dog's name; please let Luke's Dog School know if you do not want photos / videos / feedback to be used in this way.

### Disclaimer

The dog client 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 the client's pet. Client 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.

### Reservation of rights

We may refuse to provide services in respect of any dog and reserve the right to withdraw services from any client or dog at any time without prior warning. These terms and conditions may be subject to change at any time without prior notification.

Working on training and behaviour modification takes time, commitment, consistency and patience. There are no guarantees and no cures, there are no quick fixes and no magic wands either. Implementing any training or behaviour treatment plan is the responsibility of the client, as is their dog's welfare and on-going behaviour.

No guarantee of results: The client recognises that the consistent role he/she plays in their dog's learning process is integral to achieving effective and desired results. The client acknowledges and agrees that there is no guarantee that their dog will achieve the desired level of training, despite the best efforts of Luke's Dog School. The client further understands that the recommendation of any other product or service by Luke's Dog School is not a guarantee of satisfaction with that product or service.

**Provision of any services implies you have understood and agreed to these terms and conditions.**