

# Terms and Conditions

By placing a booking you are deemed to have read, understood and accepted our terms and conditions. Completion of the booking process and acceptance of our terms and conditions forms your contract with Katie Burnell Dog Training.

## **Training & Consultations**

- You are responsible for the behaviour and actions of your dog while attending training and are required to clean up after your dog should they go to the toilet.
- Please keep dogs on leads at all times unless otherwise directed by your trainer.
- You must follow instructions at all times, including all safety instructions.
- Please respect the personal space of other dogs and ensure you stand at an appropriate distance until your trainer advises the correct social introductions.
- It is your responsibility to ensure your dog is fit and healthy and behaviourally sound to attend training, your dog must be fully vaccinated and not suffering from any infectious disease that could be transmitted to any other dogs. If in doubt about your dog's health please consult a veterinarian.
- We do not allow prong or choke chain collars, slip leads or extendible leads in classes. We use reward based training, harsh handling of your dog will NOT be allowed under any circumstances.
- Please ensure you have lots of yummy treats and your dog's favourite toy available whilst attending training.
- Any accidents or issues involving a person or a dog must be reported immediately to the trainer.
- Cars are parked at their owner's risk. We do not accept any responsibility for theft or damage to cars or property whilst at training.
- Family members are always welcome in 121 training sessions. All children under 16 must be accompanied by an adult.

## **Bookings, Payments & Cancellations**

- Payment of fees should be made at the time of placing a booking. Failure to make payment at time of booking will result in the booking being cancelled.
- Under the Consumer Rights Act you may cancel your purchase within a period of 14 working days beginning the moment you place your order. However there will be a £20 admin fee deducted. There is no right of cancellation where the session or consultation begins within this 14 day period.
- There will be no right to cancel or receive a refund for any service following the 14 days after making the order.
- Cancellations must be made by email.
- 1-2-1 Sessions & Consultations will be subject to an additional mileage charge at 0.45ppm should I be required to travel further than a 20 mile radius from Winchester.

- An additional hourly fee of £40ph is charged when travel is more than a total of 1 hour per visit.

#### **DATA PROTECTION**

- The information on your booking form will only be used as a record of you and your dog, and to contact you in relation to dog training activities and will not be passed on to any third parties.