

S4Ds Terms & Conditions

Please take the time to familiarise yourself with the Terms & Conditions below.

General terms and conditions:

All techniques carried out by Schooling 4 Dogs are kind, fair and reward based. By using our services, you commit yourself to following our dog-friendly and science-based methods. Punitive methods and manhandling are not permitted. We have the right to withdraw services if caregivers do not follow advice regarding this.

It is the client's responsibility to work on the behaviour modification or training protocol provided. Poor compliance may result in insufficient progress or deterioration in behaviour, for which Schooling 4 Dogs is not responsible.

Schooling 4 Dogs will not chase clients for communication in between sessions. It is the client's responsibility to use the follow-up support provided to them. To ensure sufficient progress is being made and any questions or problems implementing the protocol are addressed, follow-up sessions are required for behavioural work.

Cancellation of behaviour consultations, 121s, classes or workshops:

If you are unable to attend classes, we cannot waver the fees for the lessons you miss. In the unlikely event of a class being cancelled, a catch-up session will be provided at a later date.

If you cancel your behaviour consultation/121 training session appointment less than 24 hours before the session is due to occur, are a no-show or fail to answer your door/telephone, you are obliged to pay a cancellation fee of £90 for behaviour consultations and the value of the session (£55, £50, £45) for training 121s.

If you cancel your behaviour consultation/121 training session more than 24 hours but less than a week before it is due to occur, you are obliged to pay a cancellation fee of £30 for behaviour consultations or £20 for training 121s.

If you cancel your behaviour consultation/121 training session a week or more before it is due to occur, there is no cancellation fee.

Occasionally, there are no solutions for extreme behavioural problems and we have to recommend humane euthanasia. Regrettably this does sometimes happen, but we would still have to charge you for any work and reports undertaken.

Payment terms:

We expect payment in full 24 hours before starting behaviour consultations, classes, training sessions or workshops.

Refunds are not available apart from in exceptional circumstances.

It is at Schooling 4 Dogs' discretion to refuse to continue working with a client if they will not pay or display any unacceptable behaviour.

Dog health:

If your dog has a known contagious disease or is showing symptoms of being sick or injured, your 121 session or behaviour consultation should be postponed until your dog has recovered and/or commenced veterinary treatment. If your dog is unwell and you are unsure whether to postpone your 121s or behaviour consultations, please get in touch with us for further advice.

Please visit our website for all our policies: <https://www.schooling4dogs.com/policies>

If you have further questions or if you wish to make a complaint, please [contact us](#).