

S4Ds Terms & Conditions

Please take the time to familiarise yourself with the terms & conditions.

General terms and conditions:

All techniques carried out by Schooling 4 Dogs are kind, fair and reward based. When attending our training sessions or behaviour consultations, you commit yourself to following our dog-friendly and science-based methods. Punitive methods and manhandling are not permitted. We have the right to ask handlers to leave if they refuse to follow advice regarding this.

We expect all dogs to attend training sessions or behaviour consultations wearing a normal flat collar or harness on a short lead. Choke chains, check chains, prong collars, shock collars, slip leads and retractable/flexi leads are not permitted.

Dogs are to be kept on a lead in and around our training environments unless specifically directed otherwise by the professional. Dogs must be kept under close control.

Training sessions and behaviour consultations are undertaken on a 121 basis.

Vulnerable adults and children under 16 must be accompanied by a separate adult 18 or above. You must inform us of any children, young people or vulnerable adults that you would like to accompany you to training sessions or behaviour consultations. We retain the right to refuse anyone other than the booking adult to attend. Schooling 4 Dogs and the individual training professionals follow strict children and adult safeguarding practices.

Regrettably we are unable to take banned breeds for training or behaviour consultations unless the professional's insurance policy permits working with banned breeds. Banned breeds must be on lead, muzzled, and under control at all times in a public or private space.

We occasionally take photos or short videos during training sessions or behaviour consultations for promotional, website, or social media use. The staff member will ask permission before taking photos or video. You may opt out of photos or videos that include you, your family or dog at any time, either verbally, by email or using the contact page.

Payment terms:

We expect payment in full 24 hours before an initial behaviour consultation or training session takes place. We regret refunds are not available apart from in exceptional circumstances and subject to any statutory rights you may have.

It is at Schooling 4 Dogs' discretion to terminate an owner's appointment or refuse to continue working with them if they do not pay or display unacceptable behaviour.

Behaviour packages are valid for 24 months from the date of purchase. Where there are exceptional circumstances, we may extend the validity period at our discretion.

Cancellation of behaviour consultations or training sessions:

If you cancel your behaviour consultation or 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 for training sessions.

If you cancel your behaviour consultation or 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 sessions.

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

Cancellation fees will not apply where their application would be contrary to your statutory rights.

If Schooling 4 Dogs needs to cancel or postpone an appointment or session, we will make reasonable efforts to offer an alternative date. Where an alternative appointment cannot be agreed, any payment made for the cancelled service will be refunded, subject to any statutory rights you may have.

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.

Health:

Please do not attend a training session or behaviour consultation if your dog has recently been coughing, vomiting or had diarrhoea. Dogs must be fully recovered from giardia, kennel cough and any other infectious illnesses before attending a session. If your dog is unwell and you are unsure whether to postpone your session, please get in touch for further advice.

Clients should not attend an in-person training session or behaviour consultation if they themselves have an infectious or contagious illness. Please contact us as soon as possible if you are unwell, so that we can discuss whether the appointment should be postponed or, where appropriate, conducted remotely.

Behaviour modification and training:

It is the client's responsibility to work on the behaviour modification or training protocol provided. Failure to follow the recommended protocol may reduce its effectiveness and, in some circumstances, may contribute to a lack of progress or deterioration in behaviour.

Schooling 4 Dogs cannot accept responsibility for consequences arising from the client's failure to follow agreed recommendations, except where those consequences result from Schooling 4 Dogs' own negligence or other legal liability.

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

Safety, risk and liability:

Working with dogs, particularly dogs displaying fear, anxiety, aggression, predatory behaviour, reactivity or other challenging behaviours, carries inherent risks. Schooling 4 Dogs will take reasonable precautions and provide appropriate guidance based on the information available to us and the circumstances of each case. However, no training or behaviour-modification programme can eliminate all risk or guarantee that a particular behaviour will not occur or recur.

Client responsibility

The client remains responsible for their dog at all times, including during training sessions, behaviour consultations and while carrying out exercises or recommendations provided by Schooling 4 Dogs.

Clients must provide Schooling 4 Dogs with accurate and complete information about their dog and its behaviour. This includes disclosing any known or suspected history of aggression, biting or attempted biting, predatory behaviour, chasing, escaping, resource guarding, fear-related behaviour or any other behaviour that could present a risk to people, animals or property. Relevant information must be disclosed even where the client does not expect the behaviour to occur during a particular session.

Clients must follow reasonable safety instructions and management recommendations provided by Schooling 4 Dogs and must inform us if circumstances change or if they become aware of any new behaviour that may affect safety.

The client is responsible for ensuring that their dog is appropriately restrained and managed and cannot cause injury, distress or damage to people, other animals or property. Where equipment or management measures have been recommended, clients are responsible for using them appropriately and for ensuring that they are correctly fitted and maintained.

Clients must not deliberately expose their dog, another person or another animal to a situation that Schooling 4 Dogs has advised them to avoid or for which the dog has not been assessed as ready. Where children or other vulnerable individuals are present, the accompanying adult remains responsible for their supervision and safety.

Right to modify or stop a session

Schooling 4 Dogs reserves the right to modify, postpone, relocate or terminate a training session or behaviour consultation where, in the professional's reasonable judgement, continuing would create an unacceptable risk to the client, professional, another person, another animal or property. This may include increasing distance from a trigger, changing an exercise, requiring additional management or safety equipment, ending an exercise, or requiring the dog to be removed from the training environment.

Behavioural outcomes

Behaviour modification and training cannot guarantee a particular outcome. Progress can be affected by factors including the dog's individual characteristics, previous experiences, health, environment, the consistency with which recommendations are implemented and circumstances outside the control of Schooling 4 Dogs.

Recommendations are based on the information available to us and the circumstances observed at the time. They are not a guarantee that an incident will not occur, that a behaviour will not recur, or that a particular level of reliability or safety will be achieved.

Clients remain responsible for making appropriate decisions about their dog's management between sessions and for seeking veterinary or other professional advice where this has been recommended.

Responsibility for loss or damage

The client remains responsible for loss or damage caused by their dog, including injury to people or animals and damage to property, except where such loss or damage results from the negligence or other breach of legal duty of Schooling 4 Dogs.

Nothing in these terms is intended to exclude or restrict any liability which cannot lawfully be excluded or restricted, including liability for death or personal injury caused by negligence, or to limit any statutory rights available to consumers.

Schooling 4 Dogs will provide its services with reasonable care and skill as required by law.

Schooling 4 Dogs maintains appropriate insurance cover for the services it provides.

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:

<https://www.schooling4dogs.com/contact>