

## **S4Ds Terms & Conditions**

All training techniques carried out by Schooling 4 Dogs & Humans are kind, fair and reward based.

Class and workshop sizes are a maximum of 6 to 8 dogs per trainer (can be more if online classes via zoom) and behaviour cases are taken on a 121 basis.

Classes and workshops are designed to be fun and rewarding for both dog and the handler but in the interest of safety, responsibility and welfare it is important that the following terms and conditions are noted.

The family can attend but all children under the age of 16 must be accompanied by an adult.

### **General terms and conditions:**

When attending our training classes or workshops you commit yourself to dog friendly training and science based methods.

Harsh handling is not permitted and any tutor has the right to ask a handler to leave if they refuse the advice regarding this.

We expect all dogs to wear a normal flat collar or harness and 3ft lead. Choke chains, check chains, prong collars, punitive methods and manhandling are not allowed.

Dogs are to be kept on a lead in and around our training venues unless specifically requested by the trainer. All dogs must be kept under control and on a lead.

### **Payment terms:**

We expect payment in full before the start of each course of classes or workshops.

We expect payment in full 24hours prior to the time of any 121s or behaviour consultations.

We regret refunds are not available apart from in exceptional circumstances.

It is Schooling 4 Dogs & Humans tutor's discretion to terminate an owner's place in a class if the owner does not pay or displays unacceptable behaviour towards other owners, dogs or trainers.

### **Cancellation of behaviour consultation, 121 appointments, classes or workshops:**

If you are unable to attend your class then unfortunately we cannot waver the fees for the lessons you miss. In the unlikely event of the training session being cancelled by Schooling 4 Dogs & Humans a catch up lesson will be given in return.

If you cancel your behaviour consultation/121 training session appointment a week before the session is supposed to happen there is no cancellation fee.

If you cancel your behaviour consultation/121 training session appointment 24 hours or more before the session is due to take place you are obliged to pay a cancellation fee of £30 for behaviour consultations, £20 for training 121s.

If you cancel your behaviour consultation/121 training session appointment less than 24 hours before the session is due to take place, 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 £45 for training 121s.

Occasionally, there are no solutions for extreme behaviour issues and we have to recommend that the kindest outcome is to put your dog to sleep. Regrettably this does sometimes happen but we would still have to charge you for any work and reports undertaken.

**Health:**

All dogs attending class should be fully vaccinated. Please do not bring your dog to class if he or she has been coughing, vomiting or has diarrhea. If you are unsure whether or not to bring your dog to class or attending a 121 or behaviour consult please do not hesitate to call your trainer or speak with your veterinary surgeon.

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](#)