

## TERMS & CONDITIONS

Please ensure you have read these T&C's before booking and taking part in any training activity with Lisa's Dog Training.



Lisa's Dog Training cannot guarantee success in every training and behaviour case. We endeavour to help, advise, and support you with your dog and any success is also as much about the effort and practice that you, the client puts in.

## HEALTH & SAFETY

Lisa's Dog Training and its instructors are not responsible for any losses, damages or injuries to dogs or their handlers whilst undertaking any training and behavioural activities either online or in person. Please ensure that you take full care and have full attention on your dog at these times. If you feel unwell or have any health issues, please ensure that you consult your GP or healthcare provider if you need to, prior to undertaking any activities. If your dog has any health issues please consult your vet, if you feel you need to, before taking part in any activities.

When taking part in activities please ensure that you are wearing appropriate footwear and clothing as training will occasionally be outdoors. For dog agility training it is always outdoors.

It is law that your dog should be microchipped and wear an appropriate ID tag.

## PAYMENTS, CANCELLATIONS & REFUNDS

All training classes and 121 sessions/programmes should be paid for in advance of the session taking place, unless otherwise agreed with Lisa's Dog Training.

Agility Classes – classes may be cancelled due to adverse weather or unavailability of the trainer; in these situations, class fees already paid will be rolled over to the new dates. Some (beginner) group courses may be paid in 4 weekly blocks. If a handler is unable to attend a session during a course, no refund will be given for that session as this cannot be offered to anyone else.

121 Training Sessions/Programmes – sessions cancelled will be rearranged to a new date to suit trainer and client. If a session is rearranged by a client, then at least 48hours notice is required. Refunds will only be considered by exception. If training is held outdoors, sessions may be cancelled due to adverse weather or unavailability of the trainer and fees will be rolled over to the new dates.

All other group training courses must be paid for prior to the course starting. Courses are usually run in blocks of up to 6 weeks. A specified non-refundable deposit is required to secure your place, and the balance must be paid in full by the specified time before the start date of the course. If a handler is unable to attend a session no refund will be given for that session as this cannot be offered to anyone else, nor will it be rearranged as a 121 for a later date instead.

Lisa's Dog Training may occasionally share photos and or videos on social media; by taking part in our training programmes you are giving permission for this unless you state specifically that you do not wish this to happen.