

PUPPY & TEEN TRAINING CLASSES

Terms and Conditions

Payments and Cancellation Policy

You will be sent an invoice detailing the service you are paying for. This must be paid in full prior to working with us. Fees are non-refundable unless written notice of cancellation is given at least 14 days prior to the commencement of the first class. If such notice is given, the whole fee will be refunded (less 20% for administration costs). If less than 14 days' notice is given, then no part of the fee will be refunded. However, cancellation of any session with less than 24 hours' notice (unless agreed due to weather or personal other relevant circumstances) will not be rearranged and you will need to re-book and pay for this. If for any reason there is a decision made not to continue working together, you will be refunded the remainder of your unused sessions.

Travel/Fuel Costs

Susan - Charges will be incurred per mile outside a 5-mile radius from Nairn. See relevant class webpage for details.

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It is in all our best interests that classes run smoothly, with a friendly positive atmosphere keeping both yours, and while outside, the public's safety in mind. With this in mind, there are few conditions that need to be followed:

1. We accept puppies from 10 weeks of age after all their vaccinations. We keep the environment in the class as safe as possible. We will not be able to take responsibility for any potential health issues. We need to see your puppy's vaccination card on the first week please. or you can send a photo of it on WhatsApp.
2. **IMPORTANT:** Please do not bring your puppy if he or she is ill, been in contact with another dog infected with a contagious disease, or is showing any type of cough.
3. All puppies must be kept under control and on a leash, unless instructed by a member of the Tail Talk team. We like all puppies to be on a dog lead that is around 2 metres long. Unless your puppy walks exceptionally well on a lead or has a dislike of a harness, we ask that you to have your puppy on a well-fitted walking harness. Please do not bring them on an extendable flexi type lead. No choke chains or half chokes.
4. Children are very welcome at the classes. However, please explain to them how important it is for them to be well-behaved so that their puppy is too. Please ensure they ask permission to touch another puppy before doing so; it is advisable to bring something for them to do quietly.
5. We cannot accept responsibility for loss, injury or damage to person or property.
6. Questions may be asked before your class starts. Only minor behaviour issues can be dealt with at the class. If you need further assistance, please phone or email Susan (07896 814476 / susan@tail-talk.co.uk).
7. As all classes are partially run outdoors in a garden area (weather permitting), please wear comfortable clothing and walking shoes/boots or trainers. Bring a jacket for outdoor tasks and for taking your puppy outside for comfort breaks.

8. All puppies must be kept under control and on leash, except where specifically instructed by us. You are responsible for the actions of your puppy at all times.
9. Owners are expected to clean up after their puppy. There is a poo bin provided, disinfectant spray and cleaning materials will be provided if they have an accident within the hall. Owners are expected to clean up after their puppy in the outdoor area.
10. Make sure you have water bowl, a flat mat or padded flat bed and towel in your car to bring to class.
11. All classes will run as planned unless the weather is extreme. If this is the case, we will inform you in good time about the cancellation.
12. Please notify us if you cannot make a class to ensure the rest of the group are not waiting for you. It would be preferable if you could leave a voice message or text Susan's mobile phone (07896 814476).