

PROGRESSION & WALK AND TRAIN 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.

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

1. Owners are expected to clean up after their dogs wherever we go. All dogs must be kept under control and on a lead, except where specifically instructed by us. You are responsible for the actions of your dog at all times, especially during classes held in public places.
2. **IMPORTANT:** Please do not bring your dog 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. Please **DO NOT** bring your dog to class if she is in heat.
4. Unless your dog walks exceptionally well on a lead or has a dislike of a harness, we ask that you to have your dog on a well-fitting walking harness. **Please do not bring them on an extendable flexi type lead. No choke chains or half chokes.**
5. We cannot accept responsibility for loss, injury or damage to person or property.
6. As all classes are outdoors, please wear comfortable clothing for all weathers and walking shoes/boots.
7. All dogs must be kept under control and on lead, except where specifically instructed by us. You are responsible for the actions of your dog at all times.
8. If your dog needs space, we would advise that you purchase a yellow hi-vis 'Give Me Space' lead sleeve.
9. If your dog would normally wear a muzzle, we would ask that you bring this with you to use during classes.
10. Make sure you have water for your dog and a towel in your car.
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 Lorna on 07921 957072 or Susan on 07896 814476.