1-2-1 Terms and Conditions

General

* All services provided are as stated on the website/Facebook page
* You must complete all appropriate forms before the first proper session is to commence.
* If I do not hear anything from yourself regarding further services and you have not contacted with me within 60 days after previous email/session then I will not continue services further and all personal information will be destroyed/deleted
* No aversive methods to be used in the sessions such as choke collars, shock collars, prong collars or similar
* Services will be cancelled when summer temperatures exceed 25°C. For elderly dogs, puppies, and vulnerable breeds (pugs, bulldogs, boxers etc) this will be 23°C. This is to ensure the health and safety of the dogs during this period.
* A behaviour form (for reactivity or behavioural training) and terms and conditions must be completed before commencing.
* Minimum 6 sessions are recommended for some struggles and will continue depending on circumstances.
* All sessions are an hour long and are in the owners home, however sometimes the issue will be elsewhere where this will be amended to account for this (where it is possible without compromising welfare).

Covid-19

* Anyone with symptoms MUST CANCEL appointments and self-isolate
* If you or anyone in your household has had previous symptoms or are vulnerable you MUST inform me as soon as possible.
* 1:1s will be carried out outside where possible
* Please consider a 2m distance when possible
* In the event of another lockdown, current sessions will be postponed resuming afterwards, NO REFUND will be given unless in exceptional circumstances.

Payment

* Payment must be made by the date stated on the invoice
* 10% off service for armed forces and emergency services with proof of valid and in date identification.
* All other offers are for highlighted service only
* Offers can not be redeemed in conjunction with another offer
* If cancelling on same day services will NOT be eligible for any refund, unless in emergency circumstances (subject to decision) any other period will be eligible for a full refund for any payment
* Any unpaid invoices after the 30 working days shall be subject to additional late fees charges of 10% of total amount, of each day it is late.

Data Protection

* All data is kept confidential in accordance with the Data Protection Act (1998)
* No sharing or copying of information is allowed without appropriate permission unless on public sharing posts.
* No posting of negative/slandering posts due to being a small business owner, this can be detrimental to my livelihood, so I appreciate all concerns to be addressed to myself personally first.
* No copying or use of logo in accordance with copyright law.
* All data will be removed after 90days if there is no contact within this period

Animal Welfare

* Welfare of the dogs is top priority, if any concerns with an animal’s welfare where the Animal Welfare Act (2006) is breached then appropriate action will be taken
* It is of utmost importance that student/owner safety is minimised, any risk of dogs to safety of other dogs/people will be spoken to and offered alterative suggestions

Expectations

* It is the law to ensure your dog has a collar and tag with NAME and ADDRESS on as well as microchipped in public place. Any students given prewarning and not complying with this will have services terminated

**I have read and agreed to the terms and conditions stated above and I do/do not (please delete as appropriate) provide permission for photos and videos to be taken of my dog and I understand all photos/videos will be kept in accordance with the data protection act (1988)**

**Client Signature:**

A close up of a logo

Description automatically generated

**Signed:**

**Covid Check Sheet**

**This sheet MUST be completed before any sessions can commence to ensure minimal spread and to ensure my own as well as other client’s safety. PLEASE ANSWER HONESTLY AND COMPLETE TO BEST OF YOUR ABILITY. IF YOU FAIL TO INFORM ME ABOUT AN ISOLATION/POSITIVE TESTING BEFORE AN APPOINTMENT OR WHEN RECENTLY MET YOU WILL INCUR AN INCONVENIENCE CHARGE DUE TO LOSS OF BUSINESS FOR MYSELF TO ISOLATE. I AM REGULARLY TESTING FOR THE SAFETY OF YOURSELF AND OTHER CLIENTS**

Would you consider yourself or any household members to be considered vulnerable?

Yes No

Have you had one or two of coronavirus vaccinations?

One Two None

Is anyone in your household had ONE or NONE of the vaccinations?

Yes No Please state

Have you and members of your household had a recent (last 7 days) NEGATIVE coronavirus test?

Yes No

If so was this yourself or another household member? Please state who

Myself Another household member (please state)

If you have not had a recent test would you be happy to do a RAPID one to ensure you are negative? These can be collected for free locally or I can supply some myself (**If no, then the sessions MUST take place outside with social distancing in place)**

Yes No

Have you or anyone in your household recently tested positive? **(within last 2 weeks)**

Yes No

Has anyone in your household been told to isolate with NHS test and trace or any children told to isolate?

Yes No

Do you agree to wear masks when training **INSIDE** despite it not be a legal requirement anymore?

Yes No I’m Exempt

**ANY POSITIVE TESTS MUST BE RELAYED TO BE ASAP (SAME DAY), REFUNDS WILL BE AVALIABLE SUBJECT TO CONDITIONS IF REQUIRED BUT YOU MUST ISOLATE FOR 10 DAYS.**