

Terms & Conditions for Dog Training Services

1. AGREEMENT TO TERMS & CONDITIONS

Booking any service with Positively Pawfect Ltd indicates your acceptance of the following terms and conditions.

2. TRAINING & HANDLING METHODS

Positively Pawfect Ltd employs positive reinforcement techniques exclusively, ensuring all interactions with your pets are gentle and respectful. For the safety of all involved, we require dogs to be equipped with appropriate leads, harnesses, and collars. Please note that extendable leads are prohibited due to potential risks to both handlers and dogs. We strictly prohibit the use of physical force, harsh handling, fear, or shock in any of our services. Punitive methods or equipment such as choke collars, prong collars, spray collars, e-collars, or any other aversive tools are not permitted.

3. TRAINING SESSIONS

Dogs displaying reactivity to other dogs and/or humans may not be suitable for group classes. If you suspect your dog may exhibit reactive behaviour, please contact us to explore alternative options. In cases where a dog's well-being or that of other clients is compromised in a class environment, we reserve the right to request the removal of the dog from the session. This decision is made in the best interest of all involved and alternative training options or refunds will be discussed.

If your dog is in heat, please notify us immediately as we will not be able to accept them into group classes during this time; alternative class dates will be offered but we cannot provide a refund in these circumstances.

4. SAFETY

Positively Pawfect Ltd accepts no liability for loss, injury, or death resulting from actions of third parties. Any accidents or injuries must be reported immediately to the trainer delivering the session, for proper attention and documentation. Clients are expected to adhere to instructions at all times, refrain from equipment use without trainer approval, and respect the space of others. While children are welcome with adult supervision, it's the responsibility of supervising adults to ensure their safety and adherence to session guidelines. Disruptive behaviour may result in the request for the child's non-attendance in future sessions.

While we endeavour to provide excellent care, Positively Pawfect Ltd cannot be held responsible for medical issues arising during your pet's session. Clients are advised to maintain third-party liability insurance when their pets are outside their home environment.

5. HEALTH AND VACCINATIONS

All dogs must be adequately vaccinated/titre tested and treated for parasites before participating in our services. Owners are responsible for ensuring their dog's protection against disease risks. Clients

should notify us in advance of any illness or contact with contagious dogs. Additionally, inform us of any allergies or dietary restrictions your dog may have.

6. MARKETING & PRIVACY

By providing your personal data upon booking, you consent to receiving communications from Positively Pawfect Ltd. Clients may opt out of marketing communications by contacting us directly. Photography during sessions may be used for promotional purposes unless otherwise requested by the client. We will try our utmost to avoid children's faces appearing in photos, even if in the background.

7. PAYMENT, REFUNDS & CANCELLATIONS

a. Group training classes & workshops:

Full payment is required upon booking. Cancellations should be requested in writing to hello@positivelypawfect.com within seven working days of the beginning of the session. Cancellations made within this time frame are eligible for a refund or an offer of a new class date if available. Cancellations after this period are not eligible for a refund or change of class date.

b. Private 121 sessions, day training & home visits:

Full payment must be received upon booking. Sessions must be utilized within six months of the original booking, after this time sessions will expire and not be eligible for scheduling or refund. Our trainers will make due attempts to remind clients to book their sessions within the six-month timeframe, but cannot be held responsible for clients not responding to contact attempts.

If the client wishes to reschedule a session, we require at least 48 hours' notice. Cancellations made after this time will be deducted from the client's plan.

8. METHOD OF PAYMENT

All payments must be made via the website upon booking unless otherwise agreed with your assigned trainer. If agreed with your assigned trainer, payments must be made out to:

Positively Pawfect Ltd [business account]

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9. DISCLAIMER

Clients acknowledge and accept the inherent risks associated with participating in dog training sessions. Positively Pawfect Ltd is not liable for any injuries, damages, or losses incurred during sessions. Clients are responsible for their dog's behaviour and must ensure the safety of themselves and others at all times. Parking at any venue is at the client's own risk, and Positively Pawfect Ltd assumes no liability for theft or damage to vehicles or property.