

## TRAINING

## TERMS AND CONDITIONS



### General

1. Clients will be deemed to have accepted Pure Pet Passion terms and conditions (as laid out here) on signature of this document.
2. All dogs **must wear a collar and tag** with the telephone number of the owner engraved upon it if training outdoors.
3. It shall be the clients' responsibility to ensure Pure Pet Passion is fully aware of any health issues the pet is experiencing, or has suffered in the past.
4. All animals must be **fully vaccinated** and be on regular **flea and worm control** treatment. They must also have all permits and necessary licenses.
5. Clients must inform Pure Pet Passion if their animals contract any infectious condition (e.g. Kennel cough, conjunctivitis).
6. The training session will take place at **your home** or at a suitable, agreed location, depending on the nature of the training.
7. All **family members** that are involved with the day-to-day care and training of the animal are encouraged to attend the consultation / training classes.
8. By making a booking, you are accepting that participating in an activity with animals poses a **risk** of injury to yourself, your pet and any person accompanying you to class. You agree to indemnify Pure Pet Passion for all personal injury and damage to property owned by you during the consultation, training class or while undertaking suggested training or behaviour exercises outside of class.
9. You must not knowingly book an animal that shows aggression or nervousness onto a training session, unless it is a specific session that is intended to address these issues.
10. You are responsible for the behaviour and actions of your animal while attending training.
11. You must **follow instructions** at all times, including all safety instructions.
12. I use **reward based training** therefore harsh handling will NOT be allowed under any circumstances. I reserve the right to leave the premises or cease the session.
13. I do not allow prong or choke chain collars, shock collar or water/air spray collars. If you would like any help with selecting equipment please let me know.
14. Please ensure you have lots of **yummy treats** and your dog's favourite toy available whilst attending training.
15. Pure Pet Passion cannot guarantee a speed of progress or **recovery**. In some cases, genetics, upbringing and previous experience can result in permanent damage/trauma to an animal. In these cases the therapy / training plan may be designed to improve the owner and animal welfare and may not resolve the problem completely.

16. All animals are different and not all of them answer to training or handling in the same way. You have to be patient and give the animal the time and rhythm that it needs.

### **Insurance**

Pure Pet Passion has comprehensive insurance covering public liability, loss/theft of keys, vet fees and loss or straying, however we advise all clients to have their pets insured.

Our insurance (Petplan Sanctuary) covers us for:

- £5 million - Public Liability which will cover injury and damage to third parties and their properties.
- £3.000 - Vets fees in respect to injury to animals in our custody and control, this does not cover pre-existing conditions. Also cover for the loss or straying if animals in my custody.
- £10.000 - Cover for replacement of your client's keys in connection with your business following a loss or theft.

### **Bookings**

1. A **25% non-refundable deposit** will be requested on booking for the Initial assessment, follow ups and 1-2-1 classes.
2. Bookings may be accepted up to 24 hours before service begins but will be subject to availability.

### **Cancellation**

Cancellation of the services by the client must be made at least **24 hours before** the agreed commencement time. Failure to do so will result in 100% of the rate being charged.

### **Payment**

1. Payment must be made the day of the assessment, the follow up or the class.
2. You can pay by the following methods: cash, cheque or bank transfer.
3. Payments should be paid within 7 days after the service. After this period interest may be added.

### **Data protection**

Pure Pet Passion shall not use or pass information to a third party. All information relating to the client, their property and pet(s) will be stored in accordance with the data Protection Act 1998.

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