

## **TERMS & CONDITIONS**

### **TRAINING CLASSES**

#### **FEES**

Thank you for your interest in Tynewater Dog Training and as highlighted on the Home page Tynewater are a community group. Our professionally skilled Instructors are not paid for their work however we do support their professional upskilling and pay expenses. All funds go towards the day-to-day running of the organisation with any surplus used to support our chosen Scottish Charities. As a result we respectfully note the following in respect of fees:-

Fees for all level of classes including puppy class should be paid in full on the date requested and are non-refundable

If you are unable to attend the session please let us know as soon as possible as we may be able to fill the place and in that instance a refund can be made.

Missed weeks will not be refunded however every effort will be made to accommodate.

Where classes are cancelled due to inclement weather or instructor illness, the class will be rescheduled where possible or a refund for that class will be made. Notification of cancellation of a class will be made by text with as much prior notice as possible. Please check your mobile for texts prior to leaving for class particularly in bad weather.

Due to the Covid19 situation we monitor the government guidelines regularly and in the event of a lockdown of similar which prevents us running classes in person we will move to virtual classes using Zoom and as a result no refunds will be made.

#### **SESSION START DATES**

Our Session start dates are noted on our website but we do require a minimum of six enrolled dogs (4 for puppy class) in order to run a session. Enrolment is confirmed on payment of fees in full. On the rare occasion that there are insufficient numbers for a session the session may not start on the scheduled start date. You will be advised via text and/or email and the session will start once minimum numbers are met. Occasionally rescheduled classes due to illness or inclement weather can affect our scheduling and in this case you will be advised of the revised start date as soon as practically possible.

#### **CLASS CONSIDERATIONS**

On the first night please bring your dog's current vaccination certificate. For puppy class please check with your vet to ensure you can bring your puppy after first vaccination.

For all classes please:-

- Ensure your dog is wearing a flat collar and bring a suitable lead (see our list of unacceptable equipment below)
- A harness is welcome and we recommend Perfect Fit
- Please bring a bed, blanket or vetbed for your dog to rest on between exercises
- Family members are welcome as are children (see note on Children and dogs below)
- Please bring a clicker if you have one but one will be provided in class if you don't
- Please bring your dog's favourite toy and a plentiful supply of treats. Commercial treats are ok however, to maintain your dog's interest in class you should consider using cooked chicken, dried liver, cubed cheese, cooked ham.
- Please ensure you bring a supply of poop bags

We do undertake some training outside even in winter so please bring suitable waterproofs and footwear.

During the Covid19 pandemic we will hold classes outdoors until government guidelines allow us to operate indoors safely. Classes will proceed unless the weather is deemed too dangerous or too uncomfortable. A Covid19 form which provides details of our health and safety actions to keep everyone safe must be signed before you attend class.

### **UNACCEPTABLE EQUIPMENT**

At Tynewater we use reward based training methods and as such will not condone the following in classes:-

- Choke/Check Chain
- Prong/Pinch Collar
- Electric Shock Collar
- Slip Leads
- Retractable leads for safety reasons
- Chain leads for practical reasons
- rattle bottles or cans
- water pistols
- other aversive tools

We do not allow the dogs to be pushed into position or any form of physical punishment including lead jerks, smacks, taps or pinning down of your dog.

### **ACCEPTABLE EQUIPMENT**

- Flat collars
- Harnesses
- Training leads
- Strong canvas or leather leads

- Training lines
- Harnesses with front and back rings
- Toys including balls and soft toys
- Food rewards
- Clickers

### **CHILDREN AND DOGS IN CLASS**

We welcome children to our classes and encourage them to participate and teach them how to interact with dogs in a safe manner. However, there are some important safety considerations to highlight:-

All children under the age of 16 must be accompanied by an adult

If your child/children are under the age of 8 years old please ensure you have another adult with you to supervise the children whilst you train your dog.

Children must not approach the dogs in the class unless they are asked to by the Instructors. This reduces the stress for the dogs, some of whom may not be used to children.

Children are encouraged to participate in the training with their dog but must be supervised at all times and if not participating in an exercise must be seated.

### **POORLY DOGS AND BITCHES IN SEASON**

If your dog has to go to the vet due to sickness or injury please advise the vet you are attending classes and seek their advice. Please do not bring your dog to class as sickness can be passed on and injured dogs may not feel up to undertaking training. If in doubt please contact us.

It is rare that we have a class with bitches only and for that reason bitches in season must stay at home for the duration of the season. Please contact us to discuss as we may be able to make appropriate arrangements to enable your dog to come to class.

### **SEMINARS AND WORKSHOPS**

Places at our seminars and workshops are not confirmed until the relevant registration form and payment in full is received. Fees are non-refundable unless the place can be utilised by another handler from the waiting list or from advertising the place however cancellation of places within 10 days of the event are non-refundable.

Terms and conditions as above also applies to our seminars and workshops.



Revised June 2020

These Terms and Conditions supercede all other agreements, written or oral, previously made between the Client and Tynewater Dog Training.