

TERMS AND CONDITIONS OF BUSINESS FOR DOG.HELP

By booking a consultation or event, you acknowledge that you have read, understood and agree to the terms and conditions outlined below.

Booking

Once a consultation or event has been booked, a confirmation of the booking will be sent with details of the venue, time, costs and any other information that is required to ensure the consultation runs smoothly. All instructions must be followed to ensure the safety of all those involved. Failure to do so may result in the cancellation of the consultation with no refund

It is the responsibility of the owner to ensure that they are available at the correct time, on the correct day of the consultation. Failure to do so may result in the cancellation of the consultation with no refund.

Payment and Deposit

The balance of the fee and any training goods must be paid in full at the time of the consultation. Payment is accepted by cheque or cash at the time of the consultation or prior to the appointment by BACS. The price of the consultation will be the price as agreed on the confirmation letter.

Zoom Consultation £45 per hour

Basic Gundog or Obedience training £55 per hour. £20 non refundable deposit with the first booking.

Four prebooked lesson package £200 payable in advance

Courses £135 for 6 group sessions payable in advance.

The deposit must be received at least 1 week before the consultation date. The deposit will then be used towards the cost of the consultation which must be paid in full on the day of the visit.

Balance of fee payable on or before the day by cheque or cash or BACS the day before Penelope Hoare NATWEST 53 50 55 ac 11278471

Please make sure you label your deposit clearly with your name and what the payment is for (Beg Course/ one to one/workshop) if using electronic method of payment.

Refunds and cancellations

If an appointment has to be cancelled with less than **five days'** notice, the deposit will be held until another appointment is made. If a second appointment is cancelled, the deposit will be used as a cancellation fee. If there is an avoidable reason for cancelling the visit, this will be taken into consideration.

All cancellation and refund requests will be at the discretion of Penny and dependent on the individual circumstances. If less than **48 hour's** notice is given to cancel the consultation, the full fee may be charged. If the consultation has to be postponed, the deposit will be kept for the next consultation .

Cancellation through illness on my part will mean rescheduling your session or returning your deposit

Really bad weather may result in the need to rebook your session .Penny will contact you the morning of your appointment to reschedule.

Dog and owner must be fit and well to attend.

Dogs with a cough or gastrinal infection will not be allowed to enter the field. Please be aware that no refund will be given for illness in accordance with cancellation policy

Bitches MUST NOT attend in season . Owners are encouraged if on a course to come along and see what we are doing so training can go ahead at home.

One to one session if the bitch comes into season we will try our best to reschedule but no refund will be due.

Safety and Responsibility

All on site equipment is used at owners risks.

Although every precaution is taken to ensure the highest safety standards, the safety of both yourselves, your pets and your property remains your responsibility;

- By booking a consultation, you are accepting that participating in the training and modification of your dog's behaviour may pose a risk of injury to yourself and your dog. You also are accepting responsibility for ensuring that anyone who accompanies you to a consultation is aware that they do so at their own risk.
- By booking a consultation, you are accepting that Penny Hoare will not take responsibility for any accidental damage to property owned by yourself and if damage is made to any property of Penny Hoare, this will be replaced or fully compensated.

If any accidents or injuries occur, they must be immediately reported to Penny at the time they occurred to ensure the correct safety protocols are followed.

Insurance

Penny Hoare is fully insured with Cliverton with the 'Pet Trainers and Behaviourists Insurance Cover'.

Confidentiality

Unless required by law, public interest or you give your consent, information which you supply will be kept confidential. The referring vet will receive a summary letter of your consultation and on your permission only, a copy of the full report. Any letters or emails may contain confidential and/or legally privileged information and are therefore only intended for the person to which it is addressed.

By filling in this form you are consenting to Dog.help to contact you by email with information about our products and related news which we feel may be of interest to you. We will process your data in accordance with our Privacy Policy (which you can see at the bottom of the website). You may withdraw this consent at any time by emailing us at info@helpwithyourdog.co.uk

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