



Fresh Start Dog Training - Terms and Conditions

1. Introduction

Welcome to Fresh Start Dog Training. By booking our services, you agree to these terms and conditions.

2. Definitions

"Client" refers to the individual booking the services.

"Trainer" refers to Fresh Start Dog Training and its representatives.

"Dog" refers to the canine being trained.

3. Bookings and Payments

All bookings must be made in advance.

Payment is required at the time of booking unless otherwise arranged.

We accept payments via bank transfer, PayPal (at an additional cost), and cash.

4. Cancellation and Refund Policy

One-to-One Sessions

- Cancellations must be made at least one week in advance to receive a full refund.
- Cancellations made less than one week in advance will incur a 50% charge.
- Cancellations made on the day of the session will receive no refund.
- One-to-one sessions can be rescheduled up to twice at no extra cost, provided rescheduling is requested at least 24 hours before the session.
- If sessions have been purchased as part of a bulk booking with a discount, any refunds will be calculated by subtracting the sessions taken at the non-discounted rate from the overall payment.
- In the event of trainer illness or emergency, sessions will be rescheduled at no extra cost.

Classes or Workshops

- Up to two sessions per calendar year can be missed without incurring any payment.
- If more than two sessions are missed per calendar year, the client will either be required to make payment or their place will be given to someone on the waiting list. Clients wishing to continue after missing more than two sessions will be placed back on the waiting list.

- If Fresh Start Dog Training cancels a class or workshop, clients will be offered the option to attend a rescheduled session at no extra cost or receive a full refund.

- Agility is a sport that is highly dependent on weather to ensure the safety of our dogs. Therefore, any agility classes or workshops cancelled due to weather will not be refunded but will be rescheduled at no extra cost.

Right to Cancel

- Clients have the right to cancel their booking within 14 days prior to their first session and receive a full refund.

- If a client books within this 14-day period and decides to cancel after attending the first session, the payment will be refunded minus the non-discounted rate for the session just taken.

5. Health and Safety

Dogs must be up-to-date with vaccinations and flea/tick treatments.

Owners must inform the trainer of any health issues or behavioural problems prior to the session.

Fresh Start Dog Training is not liable for any injuries sustained by the dog or owner during training sessions.

6. Behaviour and Aggression

If a dog displays aggressive behaviour, the trainer reserves the right to terminate the session for safety reasons.

No refunds will be issued for sessions terminated due to aggression.

7. Liability

Fresh Start Dog Training will take all reasonable precautions to ensure the safety of clients and dogs.

Clients accept responsibility for any damage or injury caused by their dog during training sessions.

Fresh Start Dog Training is not liable for any loss, injury, or damage to persons, dogs, or property.

8. Training Methods

Our training methods are based on positive reinforcement and humane techniques.

Clients are encouraged to follow the trainer's instructions for the best results.

9. Confidentiality

All client information will be kept confidential and not shared with third parties without consent.

10. Media and Privacy

Fresh Start Dog Training may take photos or videos during sessions for promotional purposes. Clients will be informed beforehand and can opt-out if they prefer.

11. Online Training

Online training sessions are subject to the same terms and conditions as in-person sessions. Clients are responsible for ensuring a stable internet connection for online sessions.

12. Governing Law

These terms and conditions are governed by the laws of England and Wales.

13. Amendments

Fresh Start Dog Training reserves the right to amend these terms and conditions at any time. Clients will be notified of any changes.