Terms and Conditions

You are deemed to have read, understood and accepted our terms and conditions. Completion of the booking process and acceptance of our terms and conditions forms your contract with HHDTC.

**Classes, Training & Consultations**

* Please keep dogs on leads at all times unless otherwise directed by your trainer.
* You are responsible for the behaviour and actions of yourself and your dog while attending training and are required to clean up after your dog should they go to the toilet.
* Please respect the personal space of other dogs and ensure you stand at an appropriate distance until your trainer advises the correct social introductions.
* You must follow instructions at all times, including all safety instructions and don't use equipment when your trainer is not present.
* Equipment is designed for dog use only and HHDTC takes no responsibility for loss or damages that may occur when equipment is in use.
* Pick up after your dogs .
* Your dog must have the appropriate id tag.
* Your dog must be microchipped.
* It is your responsibility to ensure your dog is fit and healthy to attend training, your dog must be fully vaccinated and not suffering from any infectious disease that could be transmitted to any other dogs. If in doubt about your dog’s health please consult a veterinarian.
* Please inform your trainer before your training session if your bitch is in season. Depending on location, you may not be able to attend.
* We use reward-based training therefore harsh handling will NOT be allowed under any circumstances. Your trainer reserves the right to request any persons to leave the premises or cease the session if they are abusive to any other person or dog. We do not allow prong or choke chain collars, slip leads or extendible leads in classes. If you would like any help with selecting equipment please let your trainer know. Please ensure you have lots of yummy treats and your dog's favourite toy available whilst attending training.
* Any accidents or issues involving a person or a dog must be reported immediately to the trainer.
* Cars are parked at their owner’s risk. We do not accept any responsibility for theft or damage to cars or property whilst at training.
* Family members are always welcome in classes and 121 training. All children under 16 must be accompanied by an adult.

**Bookings, Payments & Cancellations**

* Payment of fees must be made on the day.

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* Classes with Rolling Starts –

For your dogs benefit we recommend taking your classes consecutively at least for the first 10 classes, but it is not essential and does offer you flexibility around holidays etc.. We cannot change dates within a period 14 days prior to your first class or at any point during the dates you have chosen. We offer a quality training service and to maintain this level of service we have to ensure we have enough bookings to pay for our exclusive venue

If your dog comes into season we do not permit them to attend class, however you are welcome to view the class so you can train at home..

* 121 & Behaviour consultations will be subject to an additional mileage charge at 0.45ppm
* should I be required to travel further than a 20 mile radius from E17An additional hourly fee of £60ph is chargeable when travel is more than a total of 1 hour per visit.

**Course Content & Material**

* HHDTC reserves the right to change the content, timing, dates, venue or instructor. We try to avoid this as much as possible, but sometimes this is unavoidable, particularly with changes in the weather meaning we have to postpone a session. If we know in advance that the weather will not be suitable we will let you know, however, often the weather can be very changeable from hour to hour. If a booking is cancelled due to the weather, we will let everyone know who has booked in by text as soon as we can at least an hour before the start of your class. We will then reschedule all the bookings to an alternative week or course date. HHDTC will not be liable for any losses or expenses arising from amendments to the course or cancellations.
* Given I train outside weather will need to be severe in order to cancel.

**DATA PROTECTION**

* The information on your booking form will only be used as a record of you and your dog, and to contact you in relation to dog training activities and will not be passed on to any third parties.

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**Photo Release**

* By agreeing to the Terms and Conditions, you give Best Behaviour Dog Training permission to publish in print, electronic, or video format the likeness or image of you and/or your dog.  You release all claims against HHDTC with respect to privacy rights, publicity rights, copyright ownership and publication, including any claim for compensation related to use of the materials.

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