

Terms and Conditions April 2021

Dingley Dell Dog Training and Agility Club (herein known as DDDT) Courses and 1-1 Terms and Conditions.

Please ensure you have read and understood these Terms and Conditions before you make a booking. By placing a booking, you are deemed to have read, understood and expressly accepted them.

Limitation of Liability

By entering into this agreement, you agree to release DDDT from any responsibility and or liabilities for losses or injuries that may occur during training or transportation. I agree to hold DDDT free from any liability, including financial responsibilities, losses, either direct or indirect, which you suffer in connection with the services provided under this contract.

Data Protection

Any personal information you give to us will be processed in accordance with the Data Protection Act 2018. We will use the information to process your booking, to provide the course and to inform you about similar courses which we provide, unless you tell us that you do not want to receive this information. Any personal data you provide may be held on computer files. All personal data will be handed appropriately in accordance with the provisions of General Data Protection Regulations. You have the right to withdraw this consent at any time by emailing hanforrest@hotmail.co.uk

Contract of Sale

Completion of the booking process and acceptance of our terms and conditions forms your contract with the DDDT.

Payment

Payment of the full course fees must be made in advance to DDDT and are made at the time of placing a booking. It is not possible to attend a course unless payment has been received. We accept payment online or cash.

Refunds

The course fee is non-refundable, as are the costs associated with any individual session that the client may be unable to attend.

Weather

In certain weather conditions, DDDT reserve the right to postpone courses upon safety grounds and will offer a rearranged date.

Travel in all conditions is purely at the risk of attendees and DDDT take no responsibility for accidents.

It's down to all attendees bringing their own dogs to the course to take personal responsibility for their own dog's comfort and welfare.

Bookings:

Payment is required in full before attendance to a class. To ensure you are guaranteed a place on a course, it is advisable to pay online. By completing a booking form, you have acknowledged that you are aware of our terms and conditions. Confirmation of your booking will be forwarded by email.

We cannot guarantee a place on a course unless prior payment has been made via a bank transfer or cash. We are no longer able to take cheques as payment. If you request a place on a course without paying by return of a booking form, there is no assurance a space will be available on commencement of the course. We will endeavour to contact you when places are limited.

Classes:

We limit the number of dogs in our classes to provide the appropriate trainer to dog ratio. Booking in advance guarantees a place on our courses.

You must not knowingly book a dog that shows aggression or nervousness onto a training or agility course, unless it is specific course that is intended to address these issues. We reserve the right to excuse dogs that are aggressive in class for safety of everyone.

We are unable to refund course fees once the course has commenced and partial refunds for missed classes are not given. Please notify us beforehand if you will miss a class. Unfortunately, we are unable to provide make up sessions however we will endeavour to ensure you are able to catch up at your next attendance.

A toilet break before each class will ensure your puppy/Dog is empty and comfortable. Please be a responsible dog owner and always clean up after your dog. Take home all used poo bags and do not leave these on the premises or outside in the car park.

For livelier, excitable dogs it can be beneficial to exercise your dog before class with a game or a short walk. Do not over-exercise your dog before a class otherwise they will be too weary.

Welfare and safety:

Please keep to areas designated only for our training purposes. All dogs must be kept under the owner's control and on a lead, except where specifically instructed by our instructors. You are responsible for the conduct of your dog at all times. Dogs in class must not lunge or bark at other dog's present.

We provide a safe and secure environment as practicably reasonable and endeavour to apply good practices with all our training services. We endeavour to run all classes in as safe and professional manner, however remote, dog training is not without risk therefore participation in training and behaviour services is at the owner's risk. Dingley Dell or any of its individual assistants, or helpers, will not accept responsibility for any loss, injury or damage to any persons, or dogs attending a course, or to their property howsoever caused during the provision of dog training activities.

Owners are advised to have appropriate pet insurance cover that includes third party liability insurance. Dingley Dell has public liability and relevant business insurance to run classes and provide training.