



## **TERMS AND CONDITIONS**

Animal Basics reserves the right to change these terms and conditions at any time. Any changes will take immediate effect and it is the responsibility of my client's to read them. On making a booking you are confirming that you have read, accept and agree to the terms and conditions below.

- **Booking Courses** payment in full is required at the time of booking together with a completed signed enrolment form to secure your place. Payment by BACS to sort code 12-24-82 account 06563495 Bank of Scotland (put your name and course as reference) or by cheque made out to Animal Basics and returned within **5** working days to secure your booking or sooner depending on the start date of the course / session to the address below. If payment needs to be cash it must be delivered to my address within **5** working days to secure your booking, clearly named or if continuing on to the next 6/4 week course paid on the final week. **NB:** If booking more than one course please pay separately and clearly label which course each payment is for.
- **For regular group attendance if you know you can only attend 2 or 3 classes on specific dates during the next course, you are welcome to attend those classes at £12 per class, paid in advance.**
- **Booking an individual session** a non-refundable deposit of £20 must be paid within **5** working days to secure the booking. Please bring a notepad and pen to take your own notes, other equipment will be advised at time of booking.
- **Booking a Behaviour Consultation** a non-refundable deposit of £50 must be paid within **5** working days to secure the booking. You will be advised at the time of booking as to any specific requirements needed before or on the day of the consultation.
- On receipt of the non-refundable deposit a confirmation email will be sent. Please check your emails (Spam/Trash folders) and ensure you have all the information required. Please add my email to your contacts. The deposit will be used towards the full cost of the session / Behaviour Consultation. The balance must be paid at the

Woodcote, Greenway Road, Bishops Lydeard, Taunton, Somerset, TA4 3DD

Tel: 01823 432334 or Mobile 07790996791

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time of the session/ Consultation. If you wish to pay by BACS the balance **must** be paid a minimum of 24 hrs before your appointment. This will **not** include any mileage incurred. **Mileage** will be **due** on the day. **NB:** see refunds and cancellations below.

- **Refunds and Cancellations** - If it becomes necessary to cancel the course after you have booked and paid for it, but before you have started it we require 5 working days' notice for a refund to be made. Any refund made will be reduced by an administration fee of £15.00. Animal Basics is unable to refund course fees once the course has commenced and partial refunds for missed classes are not given. Partial refunds may be given in exceptional circumstances at the discretion of Animal Basics. If I have to cancel a lesson for any reason I will carry that lesson forward and add it onto the end of the current course.
- **Cancelling an individual session or Behaviour Consultation** - A minimum of 48hrs notice is required in order for you to be able to reschedule the appointment. If less than 48hrs notice is given the deposit will be kept and you will need to book a new appointment. If the rescheduled appointment is cancelled the deposit will be the cancellation fee.
- You may be required to attend an assessment session before joining a training course to ensure that the type of training is appropriate for your dog.
- If you join a class after assessment and your dog is not comfortable in that environment you will be offered an alternative solution to meet your dog's needs.
- ALL outdoor Training and lessons are subject to the weather. If times or dates have to be changed Animal Basics will contact you at the earliest opportunity by text, email or telephone and will place a notice on the Face Book page.
- Animal Basics uses positive reinforcement training. Dogs are welcome wearing an ordinary flat collar and lead/ training lead, no retractable leads or slip leads (**NB** exception for Gun dog for those walking on loose leads as a slip lead can work as a check chain!), suitable fitting harness (no stop pull harnesses) Head collars allowed if correctly fitted and used.
- No form of harsh handling is accepted.
- We aim to make the training fun, positive and a rewarding experience for both ends of the lead!
- Animal Basics may take video and Photographs to share onto social media – Animal Basics Facebook page and website. You will be required to complete a permission form and indicate your preference.

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- It is your responsibility to ensure that your dog is fit, healthy and able to take part e.g. agility (seek veterinary advice if unsure). It is also your responsibility to inform me of any medical/ health issues that you or your dog have that I need to be aware of.
- **Only bring healthy dogs and puppies to class.** If in doubt please consult with your veterinary surgeon **and** contact Janet details below. **NB:** Do not bring bitches in season, a dog that has been in contact with an infectious disease such as kennel cough or has contagious conjunctivitis. You are welcome to attend in order to keep up to date with the training. **NB:** If infectious or contagious contact Janet **before** attending.
- Dogs need to be vaccinated or titre tested and a form signed. Please ensure they are up to date on worming and flea/tick treatment. Puppies are welcome to join ten days after their first vaccination if training indoors and after their second vaccination if training outdoors. Check with your veterinary practice. Any questions contact Janet.
- It is your responsibility to ensure that you arrive on time at the venue.
- All rubbish and poo bags have to be taken home.
- Venues are non-smoking.
- There is a limit on class size. Should a course be full Animal Basics will add your name to their waiting list.
- Children are welcome to come as they are important members of the family. If they are under 16 years they will need to be accompanied by a responsible adult. If very young they may need another adult. It is advisable to bring entertainment for them, please ensure it is quite and will not distract the class.
- Please read the **SAFE SPACE** handout to ensure no dogs or puppies feel uncomfortable with other dogs/ puppies approaching their space. This includes on arrival, during class and on leaving. All dogs to be kept on lead unless instructed otherwise.
- Encourage your dogs to toilet outside the training area. Do not allow them to toilet on the gate ways or any equipment. If an accident does occur it is your responsibility to use the spray provided.
- Please wear appropriate clothing and footwear for the training venue.
- Participation in Animal Basics Training and Behaviour activities is entirely at your own risk. Neither Animal Basics nor the owners/ committees of our training venues accept any responsibilities whatsoever for any injuries or losses sustained which are not covered by Animal Basics Training and Behaviour insurance.
- Janet Auton/Animal Basics is fully insured with Cliverton.

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