

South West Dog Skills Terms and Conditions

By placing a booking 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 South West Dog Skills.

South West Dog Skills Training Commitment

South West Dog Skills will work with you and your dog using scientific, reward based methods. Our aim is to build on your relationship with your dog to create the best team.

COVID-19 Procedures

In addition to our normal Terms & Conditions you also agree to abide by our COVID-19 Procedures:

- Maintain 2m social distancing and stay at least 2m away from others (humans and dogs)
- Sanitise your hands on entry to the centre (there is a dispenser next to the door (inside))
- If you park next to someone please only get in and out of your car when the person next to you is either in or away from their car
- A maximum of 2 people per booking can attend
- Please do not approach or touch other peoples dogs
- Please refrain from touching things in the centre that you don't need to
- Masks/face coverings to be worn, unless you have breathing difficulties or other reasons that make this a risk
- Please do not wear gloves unless you put a new pair on as you enter the centre
- Please make sure you sneeze and cough into a tissue or your sleeve
- For classes that use the pens please stand at the back of the pen
- If you would like to purchase items from the shop please order online and use click and collect, we will then get your order ready for you
- If you wish to buy something from the shop on the day, please let us know what you would like and we will get it for you. Only card/contactless payments are accepted (no cash).

Entering the centre:

Please wait outside, staying 2m away from others and 2m from the door until we ask you to come in.

When your class has finished we will ask you to leave one at a time, keeping social distancing.

What we are doing to enhance safety:

- Cleaning between classes - there will be 15 minutes between classes, therefore the second evening class will now start at 7.45pm

- If you have questions at the end of the class please email or call us during the week so we have time to clean between classes
- Providing hand sanitiser dispenser
- The pens have clear acrylic divides, 1m tall (on top of the existing framework) to keep you separated from the person next to you
- Minimising the numbers in classes where necessary to ensure social distancing

As always, if you feel unwell or have COVID symptoms please do not come to the centre.

Classes, Training & Consultation

- Please keep dogs on leads at all times unless otherwise directed by your trainer. If you are not clear whether you should have your dog on or off the lead when completing an exercise, just ask.
- You are responsible for the behaviour and actions of your dog while attending training sessions and on site.
- You are required to clean up after your dog and take this home with you as there are no facilities on site to safely dispose of it.
- Please do not let your dog toilet in the training facility. Accidents do sometimes happen, so let your trainer know so that the area can be washed down.
- Please respect the personal space of other dogs and ensure you stand at an appropriate distance.
- No nose to nose dog greetings, please keep a distance of 10ft between dogs.
- You must follow instructions at all times, including all safety instructions.
- If we feel your dog is becoming over stimulated we may ask you to work at a distance from other dogs, add barriers around your working area or ask you to take them outside to help them calm down before returning to the centre. All of these solutions are you help your dog work to the best of their ability.
- Do not use equipment until instructed to do so.
- Equipment is designed for dog use only.
- South West Dog Skills takes no responsibility for loss or damages that may occur when equipment is in use.
- It is your responsibility to ensure your dog is fit and healthy to attend training and partake in the activities you have registered for.
- Your dog must not be suffering from any infectious disease that could be transmitted to any other dogs.
- If your dog has a previous injury that you feel we should be aware of please inform us and give us a letter from your vet, confirming they are happy for your dog to take part.
- No bitches in season are able to attend training or enter the training centre.

- 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, choke chain or e collars, slip leads or extendable leads in classes. If you would like any help with selecting equipment please let your trainer know.
- Please ensure you have lots of 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.
- We do not accept any responsibility for theft or damage to cars or property whilst at training.
- Family members are always welcome in classes. All children under 16 must be accompanied and supervised by an adult.
- Course materials, where relevant, will be circulated after your course has started. Follow up emails and course materials are supplied for your personal use and must not be copied or forwarded without permission.
- Feel free to ask questions. More importantly, have fun and enjoy!

Bookings, Payments & Cancellations

- Payment for sessions are made at the time of placing a booking and are not transferrable to other sessions. A substitute delegate may be named at any time before the session at no additional cost, as long as they meet the conditions of the session.
- Under the Consumer Protection (Distance Selling) Regulations 2000 you may cancel your purchase within a period of 7 working days after you place your booking. However, there is no right of cancellation where the activity begins within this 7 day period.
- Cancellations must be made in writing by email. If the cancellation falls within 7 working days of your booking date we will refund you, minus £5 admin fee. There is no right of cancellation where the activity begins within this 7 day period.
- If you have a bitch we strongly advise you plan attending sessions around their season as we cannot refund your place if your dog comes in to season.
- We are not able to give discounts if you cannot attend every week of the course, the set fee for the course/activity needs to be paid.

Course Content & Material

South West Dog Skills 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 as soon as we can. We will then reschedule all the bookings to an alternative week or course date. South West Dog Skills will not be liable for any losses or expenses arising from amendments to the course or cancellations.

Training Site

- Please park in designated South West Dog Skills car parking spaces.
- Smoking and vaping is prohibited on site.
- Please take away any rubbish you create.
- If you walk your dog when on site please stick to designated footpaths.
- Please clear up after your dog and take it away with you.
- Cars are parked at their owner's risk.

Data Protection and Processing

- We collect and process data to enable customers to be able to book services, find out about services and offers most suited to their needs and keep up to date with SWDS news.
- Data will only be shared with selected Third party source(s) if absolutely necessary, for example if a different trainer is leading a session.
- If you do not wish to receive our latest news please unsubscribe from the newsletter using the 'unsubscribe' link within the newsletter email.

Photo and Video Permission

Please note that photography and film are taken during activities at South West Dog Skills Centre and within South West Dog Skills sessions.

You may be included in these films and pictures, which could be used on online platforms, television and as mobile content at anytime in the future.

By participating in South West Dog Skills activities you hereby consent to all such filming.

If you do not wish to be filmed/photographed please let us know at the start of the session.

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