



## Terms & Conditions of Booking

By agreeing to a booking, you acknowledge that you have read, understood and fully accept our terms and conditions as detailed below:

### Bookings:

- Booking confirms your attendance for your chosen consultation, 121 or training course. If you are unable to attend, please let us know as soon as possible.

### Refunds and Cancellations:

- We ask that you provide as much notice as possible if you cannot attend a consultation, training session or training course.
- 24 hours notice is required for cancellation of a behaviour consultation or 121 training session, and 72 hours' notice is required for cancellation of a training course. If this notice is not supplied, then full payment will be expected. This does not apply to walk n' train bookings. Extreme circumstances will be considered.
- If you book onto a training course but cannot attend on certain dates, please let us know as we may be able to offer you an alternative session
- Notice of cancellation must be provided in writing & acknowledged by Minds Alike Animal Training and Behaviour
- In the unlikely event that classes/sessions need to be cancelled or rescheduled by Minds Alike Animal Training and Behaviour, you will be advised as soon as possible. Please ensure we have up to date contact information including a mobile phone number and email address where possible. Any such sessions will be rebooked at a mutually convenient time.

### Consultation/training Attendance:

- All family members that are involved with the day-to-day care and training of the dog are encouraged to attend the consultation.
- All children must be under the supervision of a responsible adult who must agree to ensure their behaviour is appropriate, safe and considerate of others. The adult is responsible for the child's safety during the consultation/training session.
- We make every effort to ensure the safety of both clients and dogs during consultations. By making a booking, you are accepting that participating in an activity with dogs, children and adults poses a risk of injury to yourself and your dog, and you agree to indemnify Minds Alike Animal Training and Behaviour for all personal injury and damage to property owned by you while attending the consultation. You also agree to make any person who accompanies you to the consultation aware that they are also there at their own risk.
- Persons attending a consultation/121 training session/walk n' train session/training class/workshop; are expected to behave responsibly and in a manner that ensures their own safety and that of others. It is the responsibility of those attending events to ensure that they are



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equipped with appropriate and safe outdoor clothing where required. All persons attending Minds Alike sessions must comply with all safety instructions issued at any venue.

- Climbing on any agility equipment is not permitted.

### Disclaimer:

***Minds Alike Animal Training and Behaviour and any agent or person acting on behalf of Minds Alike Animal Training and Behaviour do not accept liability for any loss, damage, accident, injury or illness to dogs, handlers, spectators or any other person or property whatsoever, however caused. This pertains to incidents during a session, course or event or training carried out by the owner in the absence of Minds Alike Animal Training and Behaviour.***

### Training Environment and Equipment:

The following items are **NOT PERMITTED** in training events under any circumstances:

- electronic training collars or anti-bark citronella/water/air spray collars
- any other device that causes discomfort, pain or fear to the dog;
- choke, prong or pinch collars;
- extending leads and slip lead are not always appropriate and will be discouraged

### Behaviour Modification & Training:

Behaviour modification and training is often complex and multifactorial. Training and therapy must be carried out at the pace of the individual animal. Therapy and training plans can take time, and Minds Alike Animal Training and Behaviour cannot always guarantee any speed of progress or recovery. In some cases, genetics, upbringing and previous experiences can result in permanent damage/trauma to an animal. In these cases, the therapy/training program may be designed to improve the owner and animals' welfare and may not be able to resolve the problem completely.

### Fees and Prices:

- The price will be agreed at the time of booking
- The full fee must be paid by or on the date of the consultation, by cash, cheque or BACS.

### Photography:

- You/your family and your dog may be photographed and/or videoed for research, teaching and advertising purposes. This will be discussed and agreed upon beforehand.
- If you do not consent to your photograph/video being used for the purposes of literature, social media and web pages please let us know.
- Unless you state otherwise, your consent for use of your photographs is implied.
- Please note: all use will be anonymous, other than your dog's name.

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### Animal Health:

- Females in season:
- If your bitch comes into season and you are registered for a public event or an event involving exposure to other dogs, please do not bring her without consultation with Minds Alike Animal Training and Behaviour.
- Sickness, injury or contact with contagious disease:
- Do not bring any animals to a public event that are sick, injured or have (or may have) been in contact with any other animals suffering contagious disease. If sickness, injury or contact with contagion occurs immediately prior to the event please contact Minds Alike Animal Training and Behaviour immediately.
- We advise that at a minimum all dogs should have received a primary vaccination course.
- We allow puppies who have only received their first vaccination to attend puppy classes. We advise that the venues are not public dog walking areas and therefore the risk of contagion exposure is low, as only healthy and vaccinated dogs are allowed there. At this time of your puppy's life it is a case of risk assessment in order to ensure that your puppy remains safe whilst also getting the opportunity to socialize and begin training. Advice from vaccine companies is generally that a puppy should not walk in areas frequented by other dogs until one week after their second vaccination. If concerned please seek advice from your veterinary surgeon. **Upon booking onto the training course, you acknowledge that you understand these risks**

### Data Protection:

*In accordance with Schedule 1 of the Data Protection Act, we must inform you that we will hold your personal information (no payment details) for the purposes of contacting you if necessary, now and in the future. This information will be seen by Minds Alike personnel only under password protection and will not be passed onto any other organisations.*

Any questions or concerns, please get in touch at [info@mindsalikeanimaltraining.com](mailto:info@mindsalikeanimaltraining.com).

### Laura Ward | Founder, Animal Behaviourist BCS (hons), CCAB Minds Alike | Animal Training & Behaviour

- Certified Clinical Animal Behaviourist (CCAB)
- ABTC Accredited practitioner
- Full member Association Pet Dog Trainers - Member No. 01184 (APDT)
- Full member The Canine Training and Behaviour Society (TCTBS)
- Veterinary Nurse