



Terms and Conditions

1. Booking confirms your attendance for your chosen appointment. Payment must be made a minimum of 3 days prior to the booked session to secure your appointment.
2. Cancellation Policy: 48 hours notice is required for cancellations or rescheduling. If you cancel or reschedule the session within 48 hours you will not receive a refund or the ability to rebook that session.
3. I make every effort to ensure safety of both clients and dogs during appointments. By making a booking, you accept that participating in an activity with dogs poses a risk of injury to yourself and your dog, and you agree to indemnify me for any personal injury which occurs, and for 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 there at their own risk.
4. During training sessions, the behaviour and actions of other dogs or owners (i.e, off lead or out of control dogs) is not the responsibility of the trainer. You acknowledge that out of control dogs in open spaces can pose a risk to yourself and your dog.
5. You understand that all advice given by Nina's Wolfpack dog training is in the best interest of the dog's welfare and training and is based on modern dog training methods used to help both owner and dog.
6. Each session is tailored to the individual dog and with this in mind, Nina's Wolfpack has the right to end a session at any time if they feel the environment or situation is not right, handling of the dog is not ethical or the stress & anxiety levels of the dog are excessive.
7. In behavioural consultations or cases of anxiety, fear, reactivity or aggressive behaviours, you must disclose any and all known triggers and any previous training you have done with your dog (including the use of any adverse devices or methods). This is important from both a training perspective and for safety of everyone involved.
8. You confirm the dog is not subject to the Dangerous Dogs Act 1991, or under court order, and is lawfully in your care.
9. You are responsible for all vet bills, no matter how they are incurred.
10. Nina's Wolfpack will give advice, guidance and continued support on methods to improve your dog's behaviour. However, it is your responsibility to carry out the behaviour modification plan we agree and lack of progress for reasons beyond Nina's Wolfpack's control are not the trainers responsibility.
11. When booking a package of 4 or 6 sessions, these need to be used within 3 months of the payment date. If 3 months have been exceeded, you will not be eligible for more sessions or a refund for missed sessions.
12. Booked single 1-2-1 training sessions are non refundable. Once paid, if you are unable to attend the scheduled session, it can be rescheduled anytime within 1 month of the payment date.
13. **Privacy**
 - I will only collect information that could be relevant to your dog's problem behaviour and your personal contact information.

- I will use your personal data to contact you whilst I am supporting you through the behaviour/training issue and possibly contact again about discounts or upcoming events.
- I will only hold your personal data for 2 years, after which it will be destroyed/deleted.
- You have the right to access and erase the data I hold about you at any point.
- I will not pass on your data to anyone else without your express permission.

23. **Photos/Videos**

- Persons at the consultation / training session / class as well as your dog, maybe photographed and/or videoed during the training consultation for research, teaching and advertising/social media purposes.
- You will be asked for your permission prior to any photography or video recording being commenced and can refuse it being used on social media.
- In posting online only your dog's name, age and breed will be used and content will describe what was taught in the session. Please inform your trainer if you do not want it posted on social media or would like it removed.

Owners' Signature: _____

Nina Rogers
January 2026