

Nina's Wolfpack Dog Training

Terms and Conditions

1. Booking confirms your attendance for your chosen appointment. If you are unable to attend, please let me know as soon as possible. If you cancel within 48 hours of the scheduled appointment a charge of £15 will be payable.
2. 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.
3. The following items are **NOT PERMITTED** in any consultations/training sessions / classes:
 - choke chains, slip leads and/or check chains of any description;
 - electronic training collars including anti-bark/citronella;
 - prong or pinch collars;
 - any other device that causes discomfort, pain or fear to the dog;
 - any equipment that I deem unacceptable.

I do not permit the use of physical force and punishment-based training techniques under any circumstances.

4. I will give advice, guidance and continued support on methods to improve your animal's behaviour. However, it is your responsibility to carry out the behaviour modification plan we agree and lack of progress for reasons beyond my control cannot be my responsibility.
5. My prices are set out on my website. These include fuel costs for any journey within a 20 mile radius of postcode TN2. Any travel costs beyond this will be reimbursed at the rate of 50p/mile.
6. Packages or booked sessions are non refundable. The Puppy Package is limited to 3 months to book all 6 sessions, after this 3 month period, no more sessions will be booked and missed sessions are non refundable.

7. **Privacy**

- I will only collect information that could be relevant to your dog's problem behaviour and your personal contact information.
- I will only use your personal data to contact you whilst I am supporting you through the behaviour/training issue.
- 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.

8. **Photography**

- Persons at the consultation / training session / class as well as your dog, may be photographed and/or videoed during the training consultation for research, teaching and advertising purposes.

- You will be asked for your permission prior to any photography or video recording being commenced.
- All use will be anonymous, other than your dog's name.

Nina Rogers
June 2020

Signature: _____