

Terms & Conditions

Baybrook Dog training and Behaviour
is owned by Lucy Davis since 2006.

1. Lucy Davis will be the sole trainer, assistants maybe on hand to help out, they have had basic training but will not offer training advice outside of class curriculum.
2. **Baybrook charges are usually payable in advance** via the website, Bank Transfer or by prior arrangement - card reader or cash. We have the right to refuse to train if payment has not cleared.
3. **Baybrook must be made fully aware of any characteristics of your dog(s) which needs to be known for handling and care of the dog(s) and safety of the trainer.** You must be physically able to handle your own dog in classes. If you are unable to safely handle your dog, it is better to seek a private training session. Dogs must not show aggression to people or dogs and we offer alternative arrangements for these dogs. We also suggest that dogs who bark a lot at people or dogs might not be appropriate candidates for a class environment
4. Clients must provide Baybrook with details of the dog(s) inoculations and contact details of the vet. **Dogs must have a minimum of first vaccination to attend classes.**
5. **Please ensure your dog has a collar with an ID tag and is microchipped** (it's the law for all 3).
6. **NO extendable or slip leads please.**
7. **Owners MUST clean up after their dog(s).**
8. **The use of electric, choke, prong or pinch collars are strictly prohibited.**
9. Please ensure if you bring your children to lessons, they must remain quiet and must not interact with dogs/puppies unless instructed to do so by Lucy Davis. Under age children should be supervised by an adult at all times. **(Children should not attend at present see COVID-19 T&C's below).**
10. **Please wear suitable dog training clothing,** Heels and flip flops are not appropriate!
11. **BITCHES IN SEASON ARE NOT PERMITTED TO ATTEND CLASS;** usually it takes three weeks for a season to finish. Please let us know if your dog comes into season and we can discuss transferring your course.
12. **Inappropriate behaviour during lessons** (language/poor husbandry) will not be condoned and individuals will be asked to leave.
13. Banned Breeds – If you own a banned breed Pitbull type, Japanese Tosa, Dogo Argentino or Fila Brasileiro you need to abide by the legal requirements which are that the dog is neutered, microchipped, kept on lead and muzzle, third party insurance and provide copy of Certificate of exemption.

COVID-19 Terms and Conditions

- Please could you take your temperature before attending. If you have a raised temperature, or feel unwell at all, **please do not attend.**
- **Currently only 1 handler per dog is permitted.**
- Please adhere to the **current social distancing guidelines.** If anyone persistently does not maintain social distancing, then you may be asked not to attend until risk of

transmission of the virus has declined. Please don't put me in the position of having to do this as I really don't want to.

- **Please do not allow your dogs to interact** unless asked to by me in a controlled manner. This is to prevent the virus being transferred to humans via your dog's fur as well as preventing social distance breaking down.
- Weather and light permitting we will train outside.
- **Masks must be worn inside at all times.** Please make sure you have introduced your dog to people wearing masks.
- I will try not to handle your dog, should I feel the need to intervene be assured that my hands will be freshly sanitized.
- Hand sanitizer will be available at all times.
- If you need to use the halls facilities you will need to put your dog into your car and follow venue specific guidelines.
- **When the class has ended please make your way home promptly.**

Disclaimer:

- Whilst every effort is made to ensure our clients and trainers are safe, the very nature of Covid-19 means that we cannot take responsibility should you contract Covid-19, as it is difficult to say where it was contracted, people have higher viral load before symptoms develop. By booking this class you confirm that you attend these classes entirely at your own risk.

Refund Policy:

- **Classes- Prior to course starting.** Due to the overheads associated with running classes we require 5 full business days notice to cancel a course before the start date. A handling fee of £15.00 will be incurred. As we have limited availability, once the course is fully booked, we lose further possibility of bookings. If you need to cancel please make sure you give us as much notice as possible to help us keep our prices down.
- **Classes - Prior to course starting.** If you give us less than the required 5 days notice and we are able to fill your space, you will receive a full refund minus the £15.00 handling fee. If we are unable to fill the space, then no refund will be given.
- **Classes: Courses are NOT transferable.** It is not possible to transfer onto another course unless you have advised us at least 5 days prior to the start of the course you have been booked on. If we are able to fill your space then we can offer a transfer to another course with no further cost. This will only be offered once. If we are unable to fill your space with less than 5 days notice, no refund or transfer will be given.
- **Classes - During course.** If you need to cancel the course mid-way through, refunds will be handled on a case by case basis. Refunds are only given in exceptional circumstances.
- **Classes - If it transpires that your dog might not be appropriate for classes,** and it was obvious they would not have (i.e. they are already showing these behaviours outside the hall), we may request that you do not attend and will not refund the course. If you knowingly book a reactive dog into class, you will have prevented

someone else from booking the space and this could have an impact on the viability of running our classes. If it becomes clear that your dog is struggling in class but that we feel it is possible/likely you could not have anticipated this, a refund for classes not attended will be offered and private lessons will be advised.

- **Classes - females in season.** It is not appropriate to bring a female in season to classes. Please let us know when this happens. We will offset the missed sessions against the cost of the next course.
- **Online Courses** – Due to the nature of digital content refunds will only be processed in the first 48 hours after purchase and this will be done on a case by case basis.
- **Private Lessons and Behaviour consultations:** We require 48 hours-notice when cancelling a lesson or consultation, for private lessons if less than this time is given the full charge will apply. For Behavioural consultations the deposit taken is non-refundable.

Disclaimer:

Baybrook Dog Training and Behaviour will make all reasonable endeavours to run courses in a safe and professional manner at all times and in accordance with veterinary advice (where applicable) and good practice. Baybrook Dog Training and Behaviour has public liability and general insurance suitable for a dog training business. Any physical activity can have risks, however remote. Baybrook Dog Training and Behaviour activities are entirely at the risk of the participant. Neither Baybrook Dog Training and Behaviour, nor its individual instructors or helpers, nor the owners or landlords of our training venues, accept any responsibilities, whatsoever, for any injuries or losses sustained which are not covered by Baybrook Dog Training and Behaviour insurance. Handlers and/or owners remain responsible for their dogs at all times and are advised to ensure they have adequate pet or household insurance cover for liability in the unlikely event of damage or injury caused by their dog to property or to a third party.

By booking with Baybrook you are deemed to read the Terms and Conditions and fully understand and accept them.

Baybrook have the right to amend Terms and Conditions and pricing without prior notice.