



Lady & The Hound

Canine Care and Coaching

Lady & the Hound : Terms and Conditions

*By making, scheduling and paying for a **coaching session** with Lady & the Hound, you agree to the below terms and conditions:*

(1) **Bookings:** Once a booking is requested, we will send confirmation via email requesting payment in advance as well as a 'new puppy/dog registration form' which we require to be filled out and sent back to us to review ahead of the first session. The confirmation email will confirm payment due, start date, and give other information pertinent to your booking. It is the client's responsibility to ensure they attend on the correct date, time and place for the classes according to the trainer's instructions. Booking confirms your commitment to training and although every effort will be made by us to reschedule a missed session should we see fit, it is not compulsory for us to do so. Please give us at least 1 week notice if you require to reschedule a session. Cancellations up until any point before the start date are non-refundable but we will of course make every effort to accommodate individual requests based on the circumstances. Private sessions must be scheduled within 14 days of us receiving your booking and refunds will not be provided after this time. Puppy Packages have a validity period of between three to nine months from the booking date and it is the client's responsibility to schedule sessions within the appropriate time frame (refunds will not be issued for unused sessions).

(2) **Fees and Prices:** The full training fee must be paid in advance. Failure to pay in a timely fashion may result in your session being cancelled by the trainer. Price advertised at time of booking applies. Training aids, treats and other equipment which is used in our sessions is all available to purchase in addition to the cost of your scheduled session. Complementary training treats will be provided in your first training session.

(3) **Commitment to Training Sessions:** Our training is scheduled in 1 hour sessions or multiples of these in the form of tailored courses (usually 4-6 weeks). For optimum results, we hope that you will be able to commit to the sessions that we diarise for your dog and that you make every effort to make the most of our sessions to achieve these results. It's key to carry out many short daily training sessions at home in between our sessions so you and your dog can practise the techniques and lessons prior to the next session. Puppies must be vaccinated - your vet will advise when it is safe for your puppy to train outdoors. If you are unsure about vaccinations, please consult your vet directly. This is for the safety of your puppy and therefore no exceptions can be made and it is your responsibility to have your puppy vaccinated. (NB: We do not consider homeopathic versions as an acceptable alternative to conventional vaccines for young puppies.)

(4) **Safety:** We make every effort to ensure the safety of both clients and dogs during our training sessions. By making a booking, you are accepting that participating in any training activity indoors or outdoors with dogs, your family or other attendees as agreed to prior could in some circumstances pose possible risk of injury to yourself and your dog. You agree to indemnify Lady & the Hound for all personal injury and damage to property owned by you while attending the training classes.

(5) **Training treats:** We use 'reward based methods' to train and this involves rewarding your dog with food treats. As stated in the above (1) clause, we will provide you with complementary treats in your first session but it is then your responsibility to purchase your own training treats for future sessions which we will give you advice on during our initial consultation with you. You will be asked in the 'Puppy/Dog Registration Form' if you consent to your dog being given treats during our training and by signing this agreement, you also agree to this. It is the client's responsibility to notify the trainer of any food allergies prior to training.

(5) **Refunds and Cancellations:** Please give us at least 1 week notice if you require to reschedule or cancel a group training session and 48 hour's notice for a private dog training session. Cancellations up until any point before the start date are non- refundable but we will of course make every effort to accommodate individual

requests based on the circumstances. All cancellation and refund requests are at the discretion of Lady & the Hound and dependent on individual circumstances. Refunds will not be issued for services undertaken.

(6) Off Lead Waiver: We often use parks and other outdoor dog recreational areas to train in and so your dog may sometimes come into contact with other dogs. It is likely that some training will require your dog to be trained off lead and by agreeing to this, you agree that any injury or harm caused whilst your dog is off lead during training, is not the responsibility or fault of Lady & the Hound. You agree to release Lady & the Hound of all liability should any harm come to your dog during a training session whilst it is on AND off lead. You agree that it is your responsibility at all times to keep your dog safe.

*By making, scheduling and paying for a **canine care session** with Lady & the Hound, you agree to the below terms and conditions:*

(1) Bookings: our three step process must be adhered to for all new clients (please see our booking page for more information). A booking is not confirmed until we have received payment and reservations are kept for 48 hours only. All new bookings require a complimentary meet and greet with your matched carer to make sure all parties are in agreement before the booking is paid for. Our care is only carried out after payment is received in full. Bookings should be made via our website, telephone or email and not directly with any of our canine care team in person. All bookings must have an email confirmation from Lady & the Hound to validate our insurance.

(2) Fees and Prices: fees and prices are advertised on our site. Please note that these are subject to change and increases at our discretion. All prices quoted at the point of enquiry will be honoured.

(3) Kit : your dog must be in appropriate dog walking kit in order for us to walk them. This includes a 'Y' shaped harness and all dogs must also by law wear a collar with ID tag on showing the owner's name, address and contact telephone number. Any dogs wearing aversive/unsafe kit upon their carer's arrival or not in a collar with ID will not be able to be walked but the session will still be charged. Owners will be informed prior to our arrival of what kit is acceptable/not acceptable so there should not be any room for confusion here.

(4) Pre-Care questionnaire : owners will be asked to fill out and sign a pre-care questionnaire about their dog's health and requirements whilst in our care. This will also be discussed in detail at the pre-care meet and greet.

(5) Safety: We make every effort to ensure the safety of your dog whilst in our care. All our walks are solo-walks or same household walks only and are all on-lead. We will not be able to walk your dog off their lead and this is a condition of our agreement with you. Our walkers will not be able to walk more than two dogs at any one time and there will be additional fees involved for walking same household dogs together (to be quoted at the enquiry stage).

(6) Training treats: We use 'reward based methods' to help walk your dog and this involves rewarding your dog with food treats. If your dog has any allergies or food intolerances, these must be noted on the pre-care questionnaire. If you would prefer for us to not feed your dog whilst they are in our care, this must also be stated on the pre-care questionnaire.

(7) Vaccinations/Worming/Flea Treatments : all dogs must be up to date with these treatments prior to a booking being made. If your dog has kennel cough or has been in contact with dogs who do you must notify us immediately - the same applies for any other illness.

(8) Carer qualifications and advice : all of our carers are certified in canine care and are given the authority to decide upon arrival at your home, how your dog wishes to be handled. Sometimes dogs do not want to be walked, they may be in pain or may be showing signs of stress/aggression which means that their recreation break with us may be better spent at home. In these scenarios, the carer is within their rights to not walk your dog and instead care for them at your home and the session will still be chargeable.

(9) Accidents and illness : our carers are trained in canine first aid but if your dog has an accident or becomes ill whilst in our care they will be taken to the nearest vet at the time of us caring for them. Owners give LATH permission to take their dog to a vet of our choice in these scenarios and to cover any treatment which is deemed

to not be a direct result of the dog's care by LATH. For example, if your dog is vomiting or lethargic in our care and it is due to an illness rather than neglect then this will be chargeable to the client. The client agrees to cover all veterinary costs which are not due to negligence on our part.

(10) **Pet Taxi** : the client agrees to LATH transporting their dog in an insured pet taxi should this be necessary at any stage during the booking.

(11) **Dog theft** : whilst every attempt is made to keep your dog safe and on lead whilst in our care, we cannot control the outcome of such events as dog napping. Owners agree that making a booking with us puts their dog at risk of dog theft and in the unlikely event of this happening agrees to indemnify LATH of all liability in this circumstance. Canine carers all carry a personal safety alarm and are educated in how to avoid such incidences happening but do not take responsibility for any dogs being stolen as a result of mugging. LATH agrees to never leave your dog unattended during a recreation break with us.

(11) **In-Home sitting/boarding**: LATH are insured key holders and agree to keep all keys safe and not share any alarm codes with the general public. We agree to keep your home secure in line with the instructions given to us at the point of booking. If your home is broken into and anything happens to your dog whilst we are not there, and this is not down to any fault of LATH then the client agrees to indemnify LATH of any liability. Owners agree to their carer being able to leave the property to carry out daily tasks within their normal routine. A pre-agreed routine will be put in place prior to any in-home booking so owner and carer agree about what the stay will entail for all parties.

(12) **Refunds and Cancellations**: Please give us at least 1 week if you require to reschedule or cancel a booking. If you have made a booking within less than 1 week of it starting, please give us 48 hours notice to change or cancel the booking. Any requests to change or cancel a booking outside of this time frame are not entitled to a refund but may still be considered.

(13) **Insurance** : our canine care team are self-employed but are fully insured by LATH to care for LATH clients. All canine care bookings must be confirmed by LATH to validate this insurance. Please note that any booking made directly with a member of our team will invalidate our insurance as our insurance only covers our carers if they are caring for clients of LATH. © 2022, Lady and the Hound