



Terms & Conditions

Pet Peeves does all it reasonably can do to provide a safe and healthy training environment for you and your dog. Please see below T&Cs that apply to any and all group training classes.

Please note that payment for services and engaging in the training session both also imply full agreement with these Terms and Conditions.

Techniques and Handling Methods

The training techniques and behaviour modification methods used by Pet Peeves Animal Behaviour are designed to be kind, fair, force-free and non-aversive. Harsh handling of dogs, physical force and the use of punitive methods/ punishment/ corrections or equipment designed to be aversive (including choke chains, check chains, prong collars, spray collars, e-collars or any other device deemed unacceptable by the trainer/ behaviourist) are not to be used.

Payment, Refunds and Cancellations

Payment by bank transfer is required within 48 hours of booking a training session, unless otherwise agreed by Pet Peeves. We operate a 7 day 'think about it' policy, which means if you change your mind within 7 days of booking you will receive a full refund minus the £10 booking fee (unless you book with less than 7 days until the start date). Any cancellation made with between a week after booking and 2 weeks before the class starts will be eligible for a refund of any costs paid, less the non-refundable deposit of £30. With less than two week's notice, no refund will be given for the class however depending on circumstances you may receive credit towards the next suitable class.

In the event that we have to cancel a session with you due to unforeseen circumstances, such as adverse weather/ illness/ emergency, we will make every effort to reschedule the class to another mutually convenient time for all of the group.

Safety

You must report to us any incidents that your dog has bitten either another person or a dog and if your dog is reactive towards other dogs or people. The suitability of this class will be discussed with you and alternative arrangements can be made.

For the health of the other dogs in the class- **all dogs must be suitability vaccinated**- either yearly or yearly titre tested. Please may you send your dogs vaccination record or confirmation from your vet that your dog is titre tested to raychel@petpeeveessomerset.co.uk

Children

Children are welcome to attend the training classes, however we ask that children are 6 years old +. We ask that due to space in the venues that one dog is accompanied by a maximum of two handlers (2 adults/ 1 adult and 1 child).

It is the responsibility of the parents/ carers to determine whether or not it would be helpful or appropriate for any children to be present at any point. We accept no responsibility for children, and it is the responsibility of the supervising adult to ensure that children are safe, and their well-being is protected at all times whether before, during or after the training session.

Due to the nature of the Reactive Rascals groups, we advise that you do not bring children to these classes

Privacy and Marketing

Photographs of your dog may, with your permission, be taken. Such photos may be used by Pet Peeves Animal Behaviour for record keeping and/ or marketing purposes. If you do not wish for photographs of you and/ or your dog to be taken, used or shared, please just let us know. Any written feedback (eg. by email or on feedback forms) may be used for marketing purposes (for example, posted on the website). Only the first name of the person will be used as identification. If you are not happy for us to use your feedback in this way, please just let us know. Permission must be granted by us before any photography or videography of training/ behaviour sessions with Pet Peeves takes place. We are happy to provide a copy on request.

Engagement and Commitment

By consulting Pet Peeves Animal Behaviour and Training with regard to your dog's behaviour, you agree to fully engage with the process to the best of your ability and understand that any changes will involve commitment and consistency,

Disclaimer and Waiver of Liability

I understand that working with dogs and modifying behaviour poses a risk of injury. I agree to ensuring that necessary steps are taken at all times to prevent injury to myself, my dog(s) and others, including the use of a muzzle and avoidance of situations that might trigger aggressive behaviour. I agree to indemnify and hold harmless Pet Peeves (Raychel Hill) against any and all losses, liabilities, judgments, awards and costs (including legal fees and expenses) arising out of, or related to, any claim of injury to persons or property of any kind, whether before, during or after the consultation and when implementing suggested techniques with my dog(s).

I understand and accept that my dog (and its behaviour) remains entirely my responsibility at all times, whether or not in the presence of the trainer/ behaviourist.