

These booking terms are for the interest of safety, responsibility and welfare for our clients. We reserve the right to change these terms and conditions at any time. Any changes will take immediate effect.

## **| Terms & Conditions |**

*By booking a place on any of our courses you agree to the following:*

Dog training is a physical sport and whilst every effort is made to keep you and your dog safe, you take part at your own risk. I have read and understood Raven River Dog Training Ltd Rules and Information. I confirm that my use of the equipment and premises for the purpose of Agility activities and Recreation will be undertaken entirely at my own risk and I will not make any claim against Raven River Dog Training Ltd, its owners, employees, or anyone associated with Raven River Dog Training Ltd, or Barrington Industrial Estate, for any accident(s) howsoever caused to myself or my family friends or anyone else attending with me in respect of personal or fatal injury or theft. I also confirm that my dog is my sole responsibility and I am liable if not kept under proper and reasonable control.

I also confirm that my vehicle and its belongings are used and parked entirely at my sole risk whilst remaining on the premises.

I confirm that I am aware that from time to time RRDT photographs and videos taken within Unit 1 Bowes Court, Bedlington may be used for marketing purposes. (please speak to a member of staff if this is an issue)

I confirm that I attend this Venue entirely at my own risk.

RRDT reserves the right to cancel classes if they do not meet the minimum number of participants.

I confirm that I am aware of the cancellation policy and Booking Terms associated with Raven River Dog Training Ltd which can be found in this document.

# | Booking Terms |

Payment is required in full before attending a class. This payment secures your place. By booking a place you acknowledge that you are aware and agree to our terms and conditions. Confirmation of your booking will be forwarded by email. It is the client's responsibility to ensure they arrive at the right venue and at the correct time.

*We cannot guarantee a place on a course unless payment has been made.*

You must not knowingly bring a dog to any of our classes that shows aggression or nervousness. We reserve the right to excuse dogs that are aggressive in class. If you do not advise us of potential problems and your dog shows aggression in class, you will not be entitled to a refund. Contact us if you are not sure whether a class is suitable for your dog. If we have agreed to your dog attending after an assessment but the dog is not suited to the class environment, we will offer you alternative arrangements. You must not knowingly bring a dog to the arena that has been exposed to any infectious or contagious disease during the 21 days prior to your class/event attending.

Please note that prong collars, electric collars, bark collars and other devices are not accepted during classes.

Raven River Dog Training Ltd will not take responsibility for misinterpretation of advice. Whilst we hope you find the information and guidance given thought-provoking and instructive, the contents are for general information only.

## | Class Information |

Please arrive in time for each class; we recommend arriving a few minutes early so your dog can have a quick toilet before entering the arena. Please make sure you have taken your dogs on a suitable walk before arriving to class. Whilst our classes are great exercise, they are not designed to replace your dog's normal walks. Latecomers can be disruptive to the other dogs in class and we reserve the right to refuse entry should arrival time be subsequently later than class start time. For agility classes we recommend not bringing your dog in for the first couple of minutes so that you can come in to walk and discuss the course before starting. If your dog has a good settled stay, then they can be secured to the wall ties around the arena or bring a crate.

Please keep your dog under close control when working on and off lead. Do not allow it to invade another dog's space. Please be sensible when leaving and entering the arena, giving everyone plenty of space. Do not treat other people's dogs without their permission. Handlers must not interfere with equipment in any way; adjustments to equipment should only be made by instructors or otherwise with their full consent. Other handlers must be able to hear the class instructor, so please focus on your dog and don't let it bark continually.

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Do not feed your dog for at least 2 hours before doing activity training, this helps to minimise the risk of bloat. Ensure you rest your dog for at least 1 hour after exercise/training before feeding your dog.

Your dog must have up to date vaccinations or have an up to date record of titre testing. If you own an intact female, please avoid training when she is in season. Puppies can attend our classes from one week after their final vaccination has been administered by a Vet. For all puppies vaccination status must be provided. Failure to provide confirmation will result in puppies not being able to participate in a class.

### **| Children in class |**

Children under 16 years of age must be accompanied by an adult.

## **| Cancellation Policy |**

We are unable to refund course fees once the course has commenced and partial refunds for missed classes are not given. By enrolling in any of our classes you are 'reserving' a space. Our class sizes are limited to ensure quality. Therefore, our office must be notified at least 7 business days before the class begins for any refunds (minus a 10% processing fee). Refunds will not be given for cancellations made less than 48 hours before the start date of the class - unless we can fill the space. We regret that we are unable to refund enrolment fees once class has commenced. Refunds for workshops and events fall under a different remit due to the arena bringing in external instructors. It is recommended that if for any reason you cannot attend a workshop you speak to us and look to sell the space on to a suitable handler. All refund requests must be made in writing & emailed to [info@northumberlanddogtraining.com](mailto:info@northumberlanddogtraining.com) or by calling 07508107181. If your dog is unable to attend due to an injury or illness during your course, we will do our best to slot you into another suitable class; but this cannot be guaranteed. If we cancel a class, you will receive a full refund. Please carefully consider your schedule and commitment to training before registering for class.

- You **MUST** book onto every course you wish to attend.
  - Payment must be made at the time of booking or before the specified date in order to secure your place on that course. If no payment is received you may lose your space.

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