



1-2-1 Dog Training Terms & Conditions

By placing a booking you are deemed to have read, understood and accepted the terms and conditions outlined below

- All information is kept confidential and in line with GDPR, we may send you a friendly reminder and follow up text
- Payment in full confirms your booking, without payment your slot may be given to the next person in the waiting list and we advise you to get in touch before making a delayed payment.
- Cancellations and rebooking must be made with 48 hours notice or more where possible
- Payments are made in full upon booking and are non refundable.
- 1-2-1 dog training reserves the right to change the content, timing, date, venue of classes (including to online platforms), consultations or 121 sessions in order to provide a high-quality service or where it is necessary for reasons beyond our control.
- 1-2-1 Dog Training accepts no responsibility for injury to you or your dog or caused to third parties by you or your dog.
- 1-2-1 Dog Training accepts no responsibility for theft or damage to cars or property whilst training.
- All children under the age of 18 must be accompanied by an Adult
- Please do not bring your dog to training sessions if they are unwell as other dogs use the grounds.
- It is the responsibility of the owners to make sure their dogs vaccinations are up to date and complete before training.
- Please keep your dog on lead and under control at all times unless instructed to do otherwise when using the grounds due to us sharing the facility with live stock.
- Please enter the leicestershire show ground via the Gallowfield road entrance and park sensibly.
- Dogs known to show aggression will not work off lead and a muzzle will need to be worn to protect everyone involved and third parties, please disclose any aggressive behaviours to your trainer before your session with complete honesty and fact where possible, behavioural assessments and muzzle training sessions can be arranged if necessary.
- Behavioural or Home Consultations are subject to a travel charge of 50p per mile for return journey if outside of the local perimeter.

What to Bring:

For all classes and 121 training and behaviour sessions please bring the following for your dog:

- A well-fitting buckle collar, you won't need a harness for heel work.
- A standard lead - no extending leads please.
- Food Rewards, cheese, chicken or liver (avoid kibbles).
- Any Toy your dog really enjoys playing with or a tennis ball.
- Poo Bags
- Hand sanitizer
- For recall work in 121 sessions please bring your dogs harness (if they have one) and a long line lead (if you have one, we have spares with us if needed)
- Anything else that you have been advised would benefit you or your dog by your instructor.

Clothing:

Our training is mainly outdoors on grassy terrain, so please dress yourselves accordingly and more importantly consider your dog's comfort - if your dog has a coat in the winter months or a cool coat

in the summer months please bring them along with some water and a towel encase of wet weather.

Aggression Disclaimer:

Animal aggression can cause injury, including fatal injury, to other animals and people. Treatment for aggression is not a guarantee of success and modifying behaviour does not assure that the aggression will be successfully controlled.

It is the responsibility of the owner to ensure that their pet does not harm others, in the event of harm done to a 3rd party you may need to swap details. Precautions for aggressive dogs may involve, but are not limited to, keeping the dog on lead, the use of a muzzle, informing others of the dog's aggressive tendencies, not mixing with certain types of people or other dogs, or confinement behind fencing and doors.

Owners remain responsible for their dogs at all times and are advised that they have adequate pet or household insurance cover for liability in the event of damage or injury caused by their dog to property or to a third party. It is strongly recommended that your dog is insured for third party liability with or without vet cover.

121 dog training will not be held accountable for any harm your dog causes while at training sessions so please be sure to take relevant precautions before attending, if you would like to know how to best proceed do speak to your trainer before attendance. If you are unsure about your dogs aggression and would like to have a behavioural assessment prior to and class or training activity please do speak with us ASAP.

COVID- 19 Disclaimer:

Please do not attend if you experience any Covid symptoms on the day or prior to your session! While class sessions will be adapted as far as possible to allow for social distancing guidelines to be adhered to, we recognise that when working with dogs and puppies it may not be possible to keep them at the required distance from us and each other at all times, and at times it's more beneficial for leads to exchange hands.

Please remain at 2metres from all others outside of your family unit including your trainer, handlers are limited to 1 during class sessions or one household can attend any other session together. Please do not stroke another dog with out prior consent and sanitizer before and after. Risk assessments can be given upon request.

Your trainer will bring their dog as demonstrations where possible and remain at 2 metres from you at all times as per the current government guidelines. We will do our very best to tailor our teaching in a way that makes any session successful in this new learning style.

We have balanced the potential risk of this with the further measures taken, such as hand washing/sanitising and reducing or eliminating the sharing of equipment and mask wearing. By attending sessions however, you accept that there may be occasions that we are not able to remain at the specified distance from each other and choose to attend classes with this knowledge. Please do help us by keeping your distance throughout your training sessions.