**Terms and Conditions - General**

1. By using My Dog’s Club, You ‘The Client’ accept our Terms and Conditions as per this document.

2. My Dog’s Club will not confirm bookings until a consultation has been carried out with yourself and My Dog’s Club. Once full details are confirmed, they will become part of our contract.

3. Full payment for services (agreed either at time of booking or subsequently) is to be made within 7 days of receipt of invoice or, by the date specified on the invoice (for contracted day care dogs).  Payment Methods may include: cash, cheque or bank transfer.  A daily fee of 2.5% of the total bill will be added for each day that payment is overdue.

4. The client must provide all necessary items for their pets to be adequately cared for in the client's absence. (i.e., food, medication, leads, tags, collars, cat litter etc).  Should your pet(s) require any additional supplies whilst in the care of My Dog’s Club, these will be purchased and added to your invoice.

5. The client must provide My Dog’s Club with the name and contact number of someone capable of making a decision relating to the pet(s) in the case of an emergency.  If the contact is not available My Dog’s Club reserves the right to consult with a veterinary surgeon and then make a decision which is in the best interests of the animal, which may include high veterinary bills.

6. The client is responsible for any veterinary bills, no matter how they are incurred, whilst pets are in the care of My Dog’s Club.

7. My Dog’s Club must be alerted to any behavioural problems with their pets at the time of booking. Failure to do so may result in additional charges or cancellation of any future contract.  We will also notify you of any observed behavioural issues noticed.

8. Although My Dog’s Club holds Public Liability Insurance, wherever possible, pets should be insured by the client.  My Dog’s Club reserves the right to refuse a booking for any animal which is not fully insured.

9. My Dog’s Club will care for your animal as you would, and whilst we will make every effort to ensure your pet is well looked after in your absence, My Dog’s Club cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in our care.

10. Any courses -Agility, social walks, puppy class, tricks class, adults classes are bought as a course and are non-refundable if only part of the services are used.   No makeup sessions are available.

**Terms and Conditions – Training 1-2-1s, Classes and Behaviour Sessions**

1. Behaviour consult or 1-2-1- training - Any cancellations must be made more than 1 week in advance or the full rate will be charged.
2. The client must provide all necessary items (including all food etc) for training and behaviour sessions.
3. Attending dogs must be under control on a flat collar or harness and fixed lead (no choke chains, pinch collars or flexi leads) owners using with any of the above will be asked to change their equipment.  If this is not possible they will be asked to leave the class with immediate effect.  They are welcome to re-join the group once this has been met. No make-up sessions can be offered.
4. Late attendees will be integrated as quickly as possible into the class.  However you will be asked to only enter once invited to avoid distraction to the puppies or activities that will be taking place. Phoning ahead can speed up this process.
5. If you know you have to miss a class we are happy for you to either get someone to fill in (it is advised that this person attends at least one session with you) or call to hear what was covered.  Unfortunately no catch up sessions are available. \*Missed sessions will be counted towards your course of 6\*. Classes cannot be swapped.
6. Class fees are due at booking to secure a place.  No refund is available for missed lesson or incompletion.
7. All dogs must be sociable to other dogs and people in group classes, any concerns must be explained to Roxy or Elin prior to attending.  Where there are behaviour concerns 1-2-1 training/ behaviour will be offered. The class space cannot be filled so the fees for this are non-refundable.
8. Your dog must be healthy to partake - any signs of illness please miss class to prevent the spread of illness.  Any dog showing signs of illness will be asked to leave. No replacement session can be offered or refund given.
9. All puppies must be aged between 8 and 26 weeks at the beginning of class.  If dogs are not judged in these parameters alternative services will be offered where possible, but continuation in the puppy class will be terminated.

**Terms and Conditions – House Sitting / Residential Training**

1. My Dog’s Club takes great pride in the care of any animal in their charge, however, they cannot be held responsible for any loss, accident, injury or death caused to any animal whilst in their care. If your dog shows signs of illness during their stay we will endeavour to use your vet or if not possible, the nearest veterinary practice.
2. My Dog’s Club Residential Training is not responsible for the security of your home for the duration of your absence, however whilst in your property, My Dog’s Club will ensure your house is safe and secure as per your instructions.
3. If Residential Training is being provided, My Dog’s Club may not be based at your property for the entire duration but access to your property is necessary if your dog falls ill or if it is in the best interest of the dog. A trainer may need to be located at your property during night hours. Dog’s may be left for a period of up to 4 hours unless arrange at the start of your booking.
4. The client must provide all necessary items (Including all food/medication etc) for your pet to be adequately cared for in your absence.
5. If the dog displays any inappropriate behaviour (aggression, stress or fear, overexcitement) that deems them unsuitable to be managed in a group environment (see daycare t+c), alternative arrangements will be made if possible.  Where this is not possible the safety and health of the dog will be prioritised and alternative care may be arranged at the owners’ expense.
6. Residential dogs may be left up to a maximum of 4 hours per day, unless agreed otherwise, and are not left unsupervised after My Dog’s Club evening classes (dogs will attend these for fun if deemed suitable).
7. We will treat the property with respect and perform generalised tidying from our stay however no formal cleaning (hoovering etc) will be conducted unless agreed by prior arrangement.
8. Should there be an accident and damage to item/s in the house, this is to be covered by the dog owner’s personal contents insurance. No responsibility can be held against My Dog’s Club.

**Terms and conditions - Agility**

* All dogs must be sociable to other dogs and people in group classes, any concerns must be explained to Roxy or Elin prior to attending.  Where there are behaviour concerns 1-2-1 training will be offered to continue in a class setting. If a course is booked then the money paid can transfer over to this.
* Do not use any of the equipment without permission to do so - the classes are designed to match the ability of the handler and dog as well as their age/ fitness.
* Do not allow your dog to toilet in the inside barn -Ryslip has a fine system of £1 per accident for chemical treatment of the area (speak to the team re toilet training to prevent this)
* Your dog must be healthy to partake - any signs of illness please miss class to prevent the spread of illness.  Any dog showing signs of illness will be asked to leave. No replacement session can be offered or refund given.
* Another person is welcome to bring your dog if you are unable to attend – it is advised they attend the previous lesson to get the most out of the session.
* \*Missed sessions will be counted towards your 4 sessions\*

**Online Classes**

* Your dog must be fit and healthy to take part in our training sessions. Any concerns, please raise this with us before your class is due to take place
* All classes are recorded- you will be sent the recording so you can watch the session back at any time. Sessions are uploaded to youtube and only class attendees with the link can view it. If you do not wish to be on camera please do let us know prior to booking a class. Watching the class back at a suitable time may be the best option for you.
* If you are planning to watch via catch up you **must** still book the session. If you don’t book you will not be sent the recording.
* Class recording links cannot be shared and are for personal use only.
* Only book **one** session a week. For any extra classes you attend will be invoiced for (£5). Use your unique booking code (emailed to you at booking) to redeem.
* Please log on to Zoom in plenty of time for the class. You will be added to a waiting room.
* Have a variety of treats and water available for your dog. There will be plenty of opportunities for little breaks.
* If you planned to do the session live but are unable to attend please let us know **as soon as possible.**

**Subscriptions**

* Subscriptions are billed monthly and payments are taken from the date you sign up via our booking system Acuity Scheduling.
* You can change your payment method or update card details at any time using the link at the bottom of your email receipts and/or booking confirmation.
* Your unique booking code is emailed to you via a confirmation email when you book. Use this to book each class.
* If you wish to cancel your subscription please give two weeks notice.
* For subscription packages that include training walks you will be charged for the walks upfront. Your first month payment will be higher but then will reduce to £35 monthly thereafter.
* You can add training walks at any time via the Club facebook page or our website.

**Puppy Socialisation Sessions and Club Training Walks**

* You and your dog must be fit and healthy to take part in our training sessions. Any concerns, please raise this with us before your class is due to take place.
* Dogs must be comfortable working around dogs and people. Any concerns must be reported and raised with Roxy or Elin.
* Government guidelines on social distancing will be followed at all times. If you have been unwell or are at high risk please do not attend.
* We recommend your dog wears a harness for these sessions. They must also wear a fixed collar with an ID tag. Please bring a fixed lead and a long line if you have one.
* The location of the walk will be emailed to you in advance- these are likely to change from week to week depending on our training but will be local to Bracknell and Wokingham.
* My Dog’s Club’s priorities are to keep dogs and people safe however during these sessions you are responsible and liable for your own dog. My Dog’s Club will not be liable for any accidents or injuries during these walks.