

WAGALOT

Dog training
and
Canine behaviour

Please read these terms and conditions carefully.

Should you have any queries please contact wagalotpets@gmail.com

The Terms and conditions cover both group classes, one to one training and Canine behaviour sessions.

Core responsibilities

1. I use positive and fair training methods at Wagalot, that have been extensively researched and proven scientifically to work! I do not agree with or use any negative or forceful techniques to build a dog's behaviour. Any equipment or training method that goes against this will not be permitted for use but I will provide modern alternate, positive reward techniques.

1.1 Wagalot pets reserve the right to cancel any further appointments or sessions should it be deemed inappropriate methods used by an owner after alternate positive reward methods have been proposed. No refund will be issued in these cases.

1.1.2 Sessions cannot be transferred once the session(s) have started

2. Please ensure all information regarding previous history, behaviour such as aggression, fear, bite history is disclosed on the questionnaire prior to the first visit. This ensures I can provide the best plan and process for your dog.

3. If your dog is showing signs of ill health such as vomiting, diarrhoea, coughing, or if your bitch is in season – please make it known prior to a session or class.

4. You are responsible for your dog and for keeping your dog under control at all times.

4.1 Please do not let your dog approach other dogs unless instructed to do so by your instructor.

4.2 Any family, siblings, children attending dog training classes are your responsibility.

4.3 Children under 16 should always be accompanied by an adult and supervised in all aspects of the training.

4.4. I recommend all children are given strict guidance on how to approach unfamiliar dogs safely in advance of attending a session or class.

Payments, cancellations and refunds

5.0 Payments for courses / Sessions and packages are payable in advance and are not refundable for non-attendance of classes or 1:1 sessions.

5.1 Courses / Sessions are not refundable if cancelled within 4 working days of the start date. Cancellations between 10 days and 4 days will be charged 50% of the course cost.

5.2 Wagalot pets reserves the right to take a break in the dog training courses where it falls over pre-booked events or seasonal holidays such as Easter or Christmas.

5.3 One to one (1:1, 121) Training sessions and behavioural consultations are payable in advance to reserve your appointment. If cancelled more than 7 days prior to the session the amount is fully refundable. If cancelled less than 7 days - 48 hrs prior to the session 75% will be refunded. Cancellations less than 48 hours prior to the booking will not be refunded. Unattended sessions or classes will be deemed as a cancellation and will not be transferable or refundable. Postponed sessions less than 48 hrs prior to the session date can be rebooked where the first alternate slot becomes available and all efforts will be made to accommodate the customers needs but cannot be guaranteed.

5.3a Fees are non refundable if the customer starts the training sessions but does not use all sessions paid for or chooses to no longer book remaining sessions.

5.3b The booking of future sessions where longer term training is required and sessions only progress when the dog or owner is ready is the sole responsibility of the customer.

5.3c All sessions once started must be used within 6 months of the first session unless agreed in advance with Wagalot pets as part of the training plan.

We accept no responsibility for loss, injury or accident that occurs to the dog, owner or their accompanying friends and family, or for any veterinary bills arising from any incident whilst undertaking our classes or services or from any advice given.

We will endeavour to take all reasonable care but can not accept any responsibility or liability for the health and safety of the dog, owner or their accompanying friends and family.

Promotions

5.4 Promotional offers are at the discretion of Wagalot pets and subject to the following criteria:

5.4a All offers are subject to availability.

5.4b All products are subject to change.

5.4c Offer valid with booking of Gold and silver packages / programmes through the official Wagalot website or promotional pages only. This is not valid for any third party websites such as Bark.com

5.4d Offer not valid for single sessions, split sessions or Puppy / dog training classes

6.1 A minimum of 2 bookings is required for the Behaviour packages unless agreed in advance.

